AI and Customer Data Use Policy

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> **Purpose statement:** This policy explains how LatentWorlds uses data in connection with AI features and our stance on training and improving models using customer data.

1. Why this policy exists

LatentWorlds builds DataCore: infrastructure for ingesting, storing, processing, and retrieving robotics and physical AI data. Our customers trust us with valuable and sometimes sensitive datasets. This policy clarifies how we handle customer data, especially in relation to AI and machine learning features.

2. Definitions

- **Customer Content** means any data a customer (or its authorized users) uploads to or processes in the Services, including recordings, sensor streams, logs, annotations, and derived datasets.
- **Service Data** means operational metadata generated by the Services, such as performance metrics, configuration metadata, and audit logs (excluding Customer Content).
- **Models** means machine learning models used in the Services, including models we develop and third-party models integrated into the Services.

3. Customer Content is not used to train our general models

Default rule: We do not use Customer Content to train, fine-tune, or improve any general-purpose machine learning models or foundation models.

We will only use Customer Content for model training if:

- the customer provides **explicit written opt-in** that clearly describes the scope and purpose; and
- we agree on the safeguards, including data minimization, access controls, retention, and whether trained artifacts are exclusive to the customer.

If a customer opts in, we will document the arrangement in the customer contract.

4. How Customer Content is used within the Services

We process Customer Content only to provide and operate the Services under the customer's instructions. Depending on the configuration, this may include:

- ingesting and validating multi-modal recordings and logs;
- transforming data into indexed, queryable formats;
- computing derived artifacts such as synchronized slices, replay bundles, dataset versions, and lineage/provenance metadata; and

- running user-invoked processing pipelines (for example, conversions, summarizations, or quality checks) within the customer's deployment or within the agreed hosting environment.

Some features may use machine learning techniques (for example, similarity search or automated quality checks). These operations are performed on Customer Content solely to deliver the customer-requested functionality.

5. How Service Data is used

We may use Service Data to:

- operate and secure the Services;
- monitor reliability, performance, and cost-to-serve;
- debug incidents and improve product quality; and
- prioritize roadmap and usability improvements.

Where feasible, we use aggregated and de-identified Service Data for analytics and to improve the Services. Service Data does not include Customer Content.

6. Third-party AI services

The Services are designed to support deployments in managed cloud, customer VPC/hybrid, and on-prem environments. If a feature would send Customer Content to a third-party AI service, we do not enable that path by default. We do so only when:

- the customer has enabled it or instructed us in writing; and
- appropriate contractual and security safeguards are in place.

7. Data minimization and access

We apply least-privilege access principles. Access to Customer Content is restricted and is provided only as needed to operate the Services, provide support, or respond to security incidents, and only under the applicable contract and support terms.

8. Transparency and change control

We treat changes that materially affect how Customer Content is processed as high-signal changes. When we introduce new AI-related features that affect data handling, we aim to document them clearly and to scope them in pilot and deployment planning.

9. Questions

Questions about this policy can be sent to `policy@latentworlds.ai`.

10. Adoption and signature

By signing this document, top management adopts this AI and Customer Data Use Policy for publication and use.

Adopted on: 2026-02-24

Cristian Meo
Cofounder & CEO, LatentWorlds AI

Signature: