LEGAL

Privacy Policy

Structured Software, Inc. (d/b/a Structured AI)

Last updated November 12, 2026 · Effective January 20, 2026

This policy explains how Structured Software, Inc. (“Structured AI”, “we”, “us”) collects, uses, shares and protects personal information when you visit getstructured.ai, use the Structured AI platform and add-ins, attend our events, or otherwise deal with us. For the project files your organization uploads, we act on your organization’s behalf; Section 3 explains what that means.

IN SHORT

- We don’t sell your personal information or share it for advertising.
- We don’t use customer project files to train AI models, and our AI providers don’t either.
- Your organization controls the project files it uploads. We process them on its instructions.
- You can ask to access, correct or delete your information by emailing info@getstructured.ai.

CONTENTS

1. Who we are
2. Information we collect
3. Customer Content and our role
4. Integrations and connected apps
5. How we use information, and our legal bases
6. How we share information
7. International transfers
8. How long we keep information
9. Security
10. Cookies and similar technologies
11. Your rights
12. US state privacy rights
13. Children
14. Changes to this policy
15. Contact us

1. Who we are

Structured Software, Inc. is a Delaware corporation with its office at 25 Broadway, Floor 10, New York, NY 10004, United States. We are the controller of the personal information described in this policy, except personal information inside Customer Content, where we act as a processor for our customer (Section 3). You can reach us about privacy at info@getstructured.ai.

2. Information we collect

2.1 Information you give us

- **Demo requests, contact forms and event registrations:** your name, business email, company, company size, discipline, job title, phone number (optional), your message, and whether you agree to receive marketing email.
- **Account information:** your name, business email, organization and role. You sign in with Microsoft Entra ID single sign-on or a one-time code sent to your email. We don't store passwords for platform users.
- **Support and feedback:** reports you submit, including screenshots you attach and any chat they quote, with your name and email.
- **Voice dictation:** audio, only when you choose to dictate into a chat box, used to transcribe what you say.
- **Messages to Axel:** emails and Microsoft Teams messages you send to Axel, our drawing reviewer, with their attachments, sender names and addresses, and Axel's replies.
- **Billing:** billing contact name and email, company name, and subscription and invoice details. Card details go directly to our payment processor; we don't see or store full card numbers.
- **Communications:** your emails and other correspondence with us, and our notes of meetings with you.

2.2 Information collected automatically

- **On getstructured.ai:** your IP address, browser and device type, the pages you request and the referring page, recorded in our hosting provider's server logs. We don't use advertising or analytics trackers on this website.
- **On the platform:** usage events (features used, pages visited, timestamps) linked to your account, organization, name and email, and masked session replays of how you use the interface.
- **Security and audit logs:** sign-in events, IP address, browser, and the actions taken in your organization, including any access by our staff.

2.3 Information from other sources

- **Connected services** such as Autodesk, Bluebeam and Microsoft 365: your profile and the content you authorize us to access (Section 4).
- **AI apps you connect** to Structured AI: your name, email and organization, through our sign-in provider for those connections.
- **Business contact details** from public professional sources, event organizers, and people who refer you to us.

3. Customer Content and our role

“Customer Content” means the engineering documents, construction drawings, specifications, reports and other files your organization’s users upload to, process through or make available on the platform, as defined in our Terms of Service. Customer Content can contain personal information, such as names in title blocks or comments.

- **Your organization is in control.** For personal information in Customer Content, your organization is the controller and we are its processor. We process it only to provide, support and secure the services, under our Terms of Service and, where signed, our Data Processing Addendum. If you want to access or delete personal information in Customer Content, contact your organization; we will help it respond.
- **Where it is stored.** In Microsoft Azure environments we operate in the United States, or in an environment dedicated to your organization where its Order provides for one.
- **AI processing.** To run reviews, Customer Content, including page images and extracted text, is sent to the AI and processing providers listed on our subprocessor page.
- **No model training.** We don’t use Customer Content to train or fine-tune AI models, and our AI model providers don’t use it to train theirs. They process it under zero data retention terms, with limited exceptions in those terms for safety screening and legal requirements; in particular, image and file inputs sent to OpenAI may be retained for safety screening.
- **Who can see it.** Customer Content is never disclosed to other customers. Our staff may access it only to provide support, review AI outputs for quality, investigate problems and maintain security. Those staff are bound by confidentiality, and the access is logged.
- **Quality evaluation.** Where your organization has agreed, we use Customer Content to test and evaluate the quality of the services.

4. Integrations and connected apps

You or your organization can connect Structured AI to other services. Each connection is optional, uses the provider’s own authorization flow, and is limited to the permissions the connecting user and, where applicable, your organization’s administrator approve.

4.1 Design and construction platforms

- We support Autodesk Construction Cloud, BIM 360 and Forma, Bluebeam Studio, and add-ins for Autodesk Revit, AutoCAD and Civil 3D.
- We act with your own permissions, so we don’t see projects or files you can’t see in the connected service.
- We retrieve project, folder, file and issue information, and store copies of the files you import, with related metadata such as file names, versions and modification times, as Customer Content.

- Authentication tokens for connected services are encrypted at rest.
- Where you direct it, for example to publish findings as issues or markups, we send the content you choose back to the connected service. Changes the add-ins make to a model run only after you approve them.

4.2 Microsoft 365

- If your organization enables it, you can connect Outlook, SharePoint, OneDrive and Teams so the platform can work with your email, calendar and files.
- The connection runs with your own Microsoft permissions, through a separate Microsoft app from the one you sign in with, so signing in never grants access to your files.
- Files we read are held for up to 30 minutes to answer your request and are not stored unless you import them, at which point they become Customer Content.
- Anything that creates or changes something, such as a draft email, calendar event, saved file or Teams message, waits for your approval. The connection never sends email on its own and never deletes anything.

4.3 AI apps

- You can connect an AI assistant your organization uses so it can reach Structured AI on your behalf. It sees only what you can see in Structured AI.
- Changes are off unless your organization’s owner allows them and you agree when connecting; each change then waits for your approval unless you turn that off.
- Connections expire after 14 days without use and after 90 days in any case.
- Content your AI assistant retrieves is handled by that assistant’s provider under its own terms with you or your organization.

4.4 Disconnecting

You can disconnect an integration or AI app at any time from your account settings, which deletes the stored tokens; administrators can also revoke access from the provider’s console. After that we no longer access the connected service. Data already imported remains Customer Content and can be deleted as described in Sections 8 and 11. Your use of a connected service remains governed by its provider’s own terms and privacy policy.

5. How we use information, and our legal bases

We use personal information for the purposes below. If you are in the European Economic Area, the United Kingdom or Switzerland, the table also gives the legal basis we rely on. We don’t make decisions about you based solely on automated processing that have legal or similarly significant effects.

PURPOSE	INFORMATION	LEGAL BASIS
Provide the platform: accounts, reviews, chat, add-ins and integrations	Account details, Customer Content, usage data	Performance of a contract. Where the contract is with your organization, our legitimate interest in providing the services it has ordered.
Respond to demo requests, enquiries and event registrations	Contact form and event details	Steps you ask us to take before a contract, and our legitimate interest in responding to business enquiries.
Send product news and marketing email	Name, business email, company	Your consent where the law requires it (for example the opt-in on our contact form); otherwise our legitimate interest in business-to-business marketing. You can opt out at any time.
Contact professionals who may benefit from our services	Business contact details from public professional sources, events and referrals	Our legitimate interest in developing our business. You can object at any time.
Support, quality review of AI outputs, and improving the platform	Support reports, usage data, masked session replays, Customer Content where your organization has agreed	Our legitimate interest in providing a reliable, accurate service; performance of a contract.
Security, fraud prevention and audit logging	Sign-in events, IP addresses, audit logs	Our legitimate interest in protecting the platform and our customers; legal obligations.
Billing, accounting and tax	Billing contact and invoice details	Performance of a contract; legal obligations.
Comply with law and enforce our terms	Any of the above, as needed	Legal obligations; our legitimate interest in establishing and defending legal claims.

6. How we share information

We don’t sell personal information, and we don’t share it for cross-context behavioral advertising. We share it only with:

- **Subprocessors and service providers** who host, process and support the services on our behalf, such as cloud hosting, AI model, text recognition, analytics, email and billing providers. They are listed on our subprocessor page and are contractually bound to protect the information.

- **Your organization.** Administrators of your organization's account can see its users and their roles, and can ask us for an export of its audit log.
- **Connected services**, when you direct us to send content to them (Section 4).
- **Professional advisers and auditors**, such as lawyers, accountants, insurers and our security auditors, under confidentiality.
- **Authorities**, when the law, a regulation or legal process requires it, or to protect the rights, property or safety of our users, the public or us.
- **A buyer or successor**, in connection with a merger, acquisition or sale of assets, with notice to you.

7. International transfers

We are based in the United States and process information there. Some of our subprocessors process information in other countries, as shown on our subprocessor page. When we transfer personal information from the European Economic Area, the United Kingdom or Switzerland, we use the European Commission's Standard Contractual Clauses, the UK International Data Transfer Addendum, or another mechanism the law recognizes. You can ask us for a copy. Where your organization's Order provides for a dedicated deployment in another region, Customer Content is stored in that region.

8. How long we keep information

We keep personal information only as long as we need it for the purposes in this policy, to meet legal obligations, resolve disputes and enforce our agreements.

INFORMATION	HOW LONG
Customer Content	For as long as your organization's account is active or as needed to provide the services. Deletion takes effect seven days after an organization owner or written request asks for it, unless cancelled in that time. Deleted files remain recoverable for up to seven days, copies in encrypted backups are kept for up to thirty-five days, and copies in application logs for up to thirty days. Backups are restored only for disaster recovery. See Section 7(g) of our Terms of Service.
Account information	For the life of the account. It is deleted with your organization's data, except records we must keep by law, such as billing records.
Demo requests, sales and marketing contacts	While we have an active business relationship or a reasonable prospect of one. We review and delete inactive records periodically. If you opt out of marketing, we keep your email address on a suppression list so we don't contact you again.

INFORMATION	HOW LONG
Usage data and masked session replays	For as long as needed to operate, secure and improve the platform, then deleted or aggregated so it no longer identifies you.
Security and audit logs	For as long as needed for security investigations and audits. Application logs are kept for up to thirty days.
Support reports	Until the issue is resolved and for as long as the record helps us maintain the platform.
Billing records	For the period tax and accounting law requires.

9. Security

We protect information with encryption in transit (TLS 1.2 or higher) and at rest (AES-256), access controls, multi-factor authentication for our staff, logged staff access, continuous vulnerability scanning and independent penetration testing. Our controls are covered by an independent SOC 2 Type 2 examination; the report is available to customers under a non-disclosure agreement. If a security incident affects your personal information, we will notify you or your organization as the law and our agreements require. More detail is on our Security and Trust page.

10. Cookies and similar technologies

- **getstructured.ai** uses no advertising or analytics trackers. The only cookies it sets are strictly necessary: one from our hosting provider that keeps your visit on a single version of the site, and a short-lived security cookie (about 30 minutes) set by the content-delivery network of Calendly, our scheduling tool, whose booking widget loads on our pages. If you book a meeting, Calendly may set further cookies; see Calendly's privacy policy. The site also keeps two small values in your browser's session storage, which clears when you close the tab: whether the opening animation has played, and a question you type on the home page so it can be carried into the contact form. Our web fonts load from Google Fonts, so your browser's request, including your IP address, reaches Google.
- **The platform** uses cookies that are strictly necessary to keep you signed in and secure, a cookie that remembers your language, and a cookie and local storage from our product analytics provider for the usage data and masked session replays described in Section 2.2.

You can block or delete cookies in your browser settings. Blocking strictly necessary cookies will stop the platform from working.

11. Your rights

Depending on where you live, you may have the right to:

- access the personal information we hold about you and receive a copy;
- correct inaccurate or incomplete information;
- delete your information;
- restrict or object to our processing, including at any time to direct marketing;
- receive your information in a portable format;
- withdraw consent, where we rely on it, without affecting processing before you withdrew it.

To use these rights, email info@getstructured.ai. We will confirm your identity before acting on a request, and respond within one month, or tell you if we need up to two more months for a complex request. For personal information in Customer Content, please contact your organization first (Section 3). You can unsubscribe from marketing email using the link in any message.

If you are in the European Economic Area, the United Kingdom or Switzerland, you also have the right to complain to your local data protection authority, such as the Information Commissioner's Office in the UK. We would welcome the chance to address your concern first.

12. US state privacy rights

Residents of California and several other US states, including Colorado, Connecticut, Oregon, Texas, Utah and Virginia, may have the right to know what personal information we collect and how we use and disclose it, and to access, correct, delete and port it. Where these laws apply:

- **No sale, sharing or targeted advertising.** We don't sell personal information, share it for cross-context behavioral advertising, or use it for targeted advertising, so there is nothing to opt out of. We still treat a Global Privacy Control signal from your browser as an opt-out request.
- **Sensitive information.** We don't collect sensitive personal information except what is needed to sign you in, and we don't use it to infer characteristics about you.
- **Making a request.** Email info@getstructured.ai. You can use an authorized agent, who must show us your signed permission. We will verify the request before acting on it.
- **Appeals.** If we decline your request, you can appeal by replying to our decision. If we deny the appeal, you can contact your state attorney general.
- **No discrimination.** We won't treat you differently for exercising these rights.

In the past 12 months we have collected the following categories of personal information, for the purposes in Section 5:

CATEGORY	EXAMPLES	SOURCES	DISCLOSED FOR BUSINESS PURPOSES TO
Identifiers	Name, business email, phone number, IP address, account ID	You; automatically; connected services	Service providers (subprocessors)
Professional information	Company, job title, discipline, company size	You; public professional sources; event organizers	Service providers
Commercial information	Subscription, order and invoice details	You; your organization	Payment and invoicing providers
Internet or other electronic network activity	Usage events, masked session replays, sign-in and audit logs	Automatically	Hosting and analytics providers
Audio information	Voice dictation, only when you choose to dictate	You	Speech-to-text provider
Content of communications	Support reports, messages and attachments sent to Axel, chat with the platform	You	Service providers, including AI model providers

13. Children

Our services are for professionals and are not directed to anyone under 16. We don’t knowingly collect personal information from children. If you believe a child has given us personal information, contact us and we will delete it.

14. Changes to this policy

We may update this policy. We will post the new version here with a new “Last updated” date and keep the previous version available. Before a material change takes effect, we will also tell the administrators of customer accounts by email or in the platform.

15. Contact us

Structured Software, Inc.
25 Broadway, Floor 10
New York, NY 10004
United States
info@getstructured.ai