Privacy Policy

Gradient Dynamics Studio · Last updated 12 November 2026

This policy explains how **Gradient Dynamics Ltd** (company number 16815547, registered in England and Wales) ("Gradient Dynamics", "we", "us") handles personal data when you visit our website or use **Studio**, our design, simulate and optimise platform, through the web app, our REST API or our MCP server.

We are the controller of the personal data described here. Contact: contact@gradient-dynamics.com

1. Personal data we collect

Data	What it includes	Why we use it	Lawful basis
Account	Name, email address, password and organisation name (optional). If you sign in with Google, your name and email from Google.	To create and run your account	Contract
Billing	Plan, credit usage, invoices and billing contact. Card details go to Stripe. We do not store full card numbers.	To take payment and keep financial records	Contract; legal obligation
Usage and technical	IP address, browser and device details, logs, key and connection identifiers, job and activity history, and audit logs	To run, secure and meter the service and to fix problems	Legitimate interests; contract
Communications	Support requests, emails and demo requests	To reply and to provide support	Legitimate interests
Cookies	Cookies that are strictly necessary to sign you in and keep your session secure	To keep you signed in	Strictly necessary

2. Your engineering data

The geometry, meshes, simulation set-ups and results you create in Studio are usually not personal data. We treat them as confidential.

- **We do not use your engineering data to train our AI models.**
- We do not sell it or share it for advertising.
- If it contains personal data, we process that data on your behalf and on your instructions.

3. Connected AI clients

If you connect a third-party AI client (for example Claude, Cursor, ChatGPT or Codex) through our MCP server or API:

- we receive the tool requests the client sends us, not your conversation with it;
- we send the client the results of those requests, such as project lists, job status, results, cost estimates and account or usage information;
- the client's provider handles that data under its own privacy policy; and
- payment details are never shared with an AI client.

4. Who we share personal data with

We may share personal data with our professional advisers, with authorities where the law requires it, and with a buyer if our business is sold. We do not sell personal data.

5. International transfers

Some providers process personal data outside the UK. Where they do, we rely on UK adequacy regulations or on approved safeguards such as the International Data Transfer Agreement or the UK Addendum to the EU Standard Contractual Clauses.

6. How long we keep it

- **Account data:** while your account is open and for 30 after it closes.
- **Engineering data:** until you delete it, or 30 after your account closes.
- **Billing records:** six years, to meet UK tax and accounting rules.
- **Logs:** 12 months.
- **Backups:** overwritten within 30 days.

7. Security

Data is encrypted in transit. Access is controlled by roles and project permissions, and API keys and connections are scoped and can be revoked. No system is completely secure. If a breach affects you, we will tell you as the law requires.

8. Your rights

Under UK data protection law you can ask us to give you a copy of your personal data, correct it, delete it, restrict or stop our use of it, or move it to another provider. Where we rely on consent, you can withdraw it at any time.

Email legal@gradient-dynamics.com and we will reply within one month. You can also complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.

9. Children

Studio is for business use and is not intended for anyone under 18.

10. Changes to this policy

We will post any update here and change the date at the top. We will tell you by email or in Studio about material changes.

11. Contact

Gradient Dynamics Ltd, company number 16815547, registered in England and Wales. Email: legal@gradient-dynamics.com