

PRIVACY POLICY

Last updated: June 23, 2025

iTrex Language Services

Registration Number: 337858989 (Osek Murshe)

Address: 50 HaRav Alnekave, Tel-Aviv Yafo, 6765597, Israel

Contact: support@getxdocs.com | +972 54 295 2659

The purpose of this policy is to explain our practices regarding the privacy of users of our websites (<https://aidoctranslate.aiaplace.com/>, <https://getxdocs.com>, <https://itrexint.co.il>), and how iTrex Language Services ("Company", "we", "us", or "our") uses the information provided to it by the users or collected by it when they use the websites and our automated document translation services.

General Provisions

This Privacy Policy is an integral part of the Company's Terms of Service. Information about you is collected when you use our websites or services. Some of the information identifies you personally, i.e. your name and address, documents uploaded for translation, payment information, etc. This is the information you knowingly provide, for example when registering for services on the websites. Some information does not personally identify you. This is statistical and aggregate information, for example, pages you viewed, translation features used, and services that interested you.

Legal Basis for Processing (GDPR Compliance)

For users in the European Economic Area (EEA), we process your personal data based on the following legal grounds:

- **Contract Performance:** To provide our document translation services and fulfill our contractual obligations
- **Legitimate Interest:** To improve our services, ensure security, and conduct business analytics
- **Consent:** For marketing communications and non-essential cookies (where required)
- **Legal Obligation:** To comply with applicable laws and regulations

Data Controller and Contact Information

iTrex Language Services acts as the data controller for the personal data we collect. For any privacy-related inquiries, please contact us at:

Data Protection Contact:

Email: support@getxdocs.com

Phone: +972 54 295 2659

Address: 50 HaRav Alnekave, Tel-Aviv Yafo, 6765597, Israel

Information We Collect

Personal Information

When you register for our services or use our document translation platform, we may collect:

- Name, email address, phone number
- Billing and payment information
- Documents uploaded for translation
- Language preferences and translation settings
- Communication records with our support team

Technical Information

- IP address and device information
- Browser type and version
- Usage patterns and analytics data
- Cookies and similar tracking technologies

Registration for Services

When personal information is required for registering for our translation services or when purchasing products from us, we will only ask you for the information that is directly necessary for the provision of the services or for the purchase of the products.

Use of Information

The use of the information collected will be made in accordance with this Privacy Policy or in accordance with the provisions of any law, in order to:

- Allow you to use the various translation and document processing services we offer
- Process your documents through our automated translation system
- Facilitate professional translator editing and certification services
- Improve the services and content offered
- Monitor performance and conduct statistical analysis
- Modify or cancel existing services and content
- Process purchases of products and services on our websites
- Provide customer support and respond to inquiries
- Ensure platform security and prevent fraud
- Comply with legal obligations

Document Processing and Translation Services

Special Notice Regarding Document Content: When you upload documents for translation, we process the content of these documents to provide our automated translation services. This may include:

- Extracting text from uploaded documents
- Processing content through our translation algorithms
- Storing documents temporarily for processing and quality assurance
- Sharing documents with professional translators (when requested)
- Facilitating certification services with authorized bureaus or notaries

We implement appropriate security measures to protect your document content and delete processed documents according to our retention schedule unless otherwise required by law.

Providing Information to Third Parties

We will not pass on to third parties your personal details and information collected about your activity on the websites except in the cases listed below:

• **Service Providers:** Professional translators, translation bureaus, or notaries when you specifically request their services • **Payment Processors:** To complete payment transactions for our services • **Third-party Vendors:** Companies that provide technical services necessary for our platform operation (with appropriate data protection agreements) • **Legal Disputes:** In the event of a legal dispute that requires the disclosure of your details • **Unlawful Activity:** If your actions on the websites are against the law • **Court Orders:** If a court ruling orders us to provide your details or information to a third party • **Business Transfers:** If we sell or transfer website operations, provided the acquiring entity accepts the provisions of this Privacy Policy

International Data Transfers (GDPR Compliance)

For EEA users, when we transfer your personal data outside the EEA, we ensure appropriate safeguards are in place, including:

- Standard Contractual Clauses approved by the European Commission
- Adequacy decisions by the European Commission
- Other appropriate safeguards as required by GDPR

Your Rights (GDPR Compliance)

Under GDPR, EEA users have the following rights:

- **Right of Access:** Request information about personal data we hold about you
- **Right to Rectification:** Request correction of inaccurate personal data
- **Right to Erasure:** Request deletion of your personal data (subject to legal obligations)
- **Right to Restrict Processing:** Request limitation of how we process your data
- **Right to Data Portability:** Request transfer of your data to another service provider

- **Right to Object:** Object to processing based on legitimate interests
- **Right to Withdraw Consent:** Withdraw consent for processing based on consent

To exercise these rights, contact us at support@getxdocs.com.

Data Retention

We retain personal data only for as long as necessary to fulfill the purposes outlined in this policy, comply with legal obligations, resolve disputes, and enforce our agreements. Specific retention periods include:

- **Account Information:** Until account deletion or as required by law
- **Document Content:** Deleted within 30 days after translation completion (unless legally required to retain)
- **Payment Information:** As required by financial regulations
- **Analytics Data:** Aggregated and anonymized data may be retained indefinitely

Cookies and Tracking Technologies

Our websites use "cookies" and similar technologies for:

- Stable and proper operation of the platform
- Collection of statistics about website usage
- User authentication and security
- Adapting the website to your personal preferences
- Analytics and performance monitoring

Cookie Consent: For EEA users, we obtain explicit consent for non-essential cookies. You can manage your cookie preferences through our cookie banner or browser settings.

Modern browsers include the option to avoid accepting cookies. If you do not know how to do this, check the help section of your browser.

Data Security

We implement up-to-date information security systems and procedures on our websites, including:

- Encryption of data in transit and at rest
- Regular security audits and assessments
- Access controls and authentication measures
- Secure document processing infrastructure

While these systems and procedures reduce the risks of unauthorized intrusion, they do not provide complete security. Therefore, we do not warrant that our services will be completely immune from unauthorized access to the information stored therein.

Data Protection Rights (Israeli Law)

According to the Privacy Protection Law, 5741-1981, any person is entitled to review the information kept about them in a database. A person who has reviewed the information and found it is incorrect, incomplete, unclear or out-of-date, may contact us to correct or delete the information. Requests should be directed to support@getxdocs.com.

In addition, according to the aforementioned law you are entitled to demand in writing that information about you be deleted from our database if we use it for contacting you.

Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children under 18. If we become aware that we have collected personal information from a child under 18, we will take steps to delete such information.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. In the event of sufficient changes to this Privacy Policy regarding the use of personal information that you have provided, a notice will be published on the home page of our websites. For EEA users, we will provide appropriate notice and, where required, obtain consent for material changes.

Third-Party Links

Our websites may contain links to external websites, which offer a variety of services, owned and operated by third parties. These services are not part of this privacy policy and those interested should check the privacy terms of these third parties. We will not be responsible for the interaction between our users and the third parties as stated above.

Complaints and Supervisory Authority

If you have concerns about how we handle your personal data, please contact us first at support@getxdocs.com. EEA users also have the right to lodge a complaint with their local data protection supervisory authority.

Contact Information

For any questions about this Privacy Policy or our data practices, please contact us:

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