

EDEN TECHNOLOGIES / MARA AI

PRIVACY POLICY

Effective Date: July 9, 2026

This Privacy Policy explains how **Eden Technologies LLC** (“Eden Technologies,” “we,” “us,” or “our”) collects, uses, stores, and discloses information in connection with:

- The Eden Technologies website;
- Mara AI purchase transactions;
- The access-code and software-download portal;
- Customer-support communications; and
- Mara AI.

This Privacy Policy does not replace the separate privacy policies of Stripe, Microsoft, your financial institution, or other third-party providers.

1. Our Privacy-First Approach

Mara AI is designed as a localized Windows AI application.

The current desktop application is designed so that AI prompts, chat messages, attached documents, images, audio, PDFs, and generated responses are processed entirely on the user’s device rather than being processed through a cloud-service or data center. Eden Technologies will never have access to your chats unless voluntarily given by the user (example: The user provides screenshots of error messages/chat-glitches during a customer-support inquiry.)

The downloader-website and purchase system are online services and therefore collect limited information needed to process purchases, generate access codes, secure the download portal, prevent abuse, and provide support. This information includes the customer’s name, billing address, phone number, and email. We promise to never sell any of the customer data we collect.

2. Information We Collect

A. Information You Provide

We may collect information you voluntarily provide, including:

- Email address entered before purchase;
- Name, when supplied through a payment or support service;
- Questions and information included in support communications;
- Refund-request information;
- Technical details you provide when requesting assistance; and
- Any files or screenshots you intentionally send to customer support.
- Business or Organization name;
- Selected Licensing Tier;
- Number of authorized users selected by purchase;

Do not send private chat histories, confidential documents, passwords, payment-card numbers, medical records, legal files, or other sensitive information unless specifically necessary and requested for support.

B. Purchase and Transaction Information

When you purchase Mara AI through Stripe, we may receive:

- Customer email;
- Transaction or Checkout Session identifier;
- Purchase date and time;
- Product purchased;
- Amount paid;
- Currency;
- Payment status;
- Refund, dispute, or chargeback status;
- Limited payment-method information, such as card brand and last four digits, where supplied by Stripe; and
- Fraud or risk indicators.
- Selected Licensing Tier.

- Authorized-user quantity or range;
- Taxes collected;
- Organization name, when supplied.

Stripe processes payment-card information through its own systems. With a hosted or low-risk Stripe integration, card information can be transmitted directly to Stripe without passing through the merchant's server, reducing the merchant's direct handling of card data.

Stripe independently collects and processes transaction, contact, device, browser, payment, and fraud-prevention information under Stripe's own privacy terms.

Eden Technologies does not intentionally store complete credit-card numbers, card security codes, or online banking credentials on the Mara AI website.

C. License and Download Information

We may collect and store:

- Generated access code;
- Maximum permitted download count;
- Number of completed or attempted downloads;
- Access-code creation date;
- Access-code status;
- Payment transaction associated with the code;
- Download timestamps;
- Failed access-code attempts; and
- Information necessary to detect unauthorized sharing or abuse.
- Purchasing organization;
- Selected licensing tier;
- Authorized-user quantity;
- License-administrator email address;
- Replacement-download approvals;
- License suspension or revocation status.

D. Website and Technical Information

When you access the Mara AI's downloader website, the hosting system or service providers may automatically receive:

- IP address;
- Browser type;
- Operating system;
- Device type;
- Requested page;
- Date and time;
- Referring page;
- Error and diagnostic information;
- Session identifiers;
- Security events; and
- General server logs.

Microsoft Azure may process hosting, operational, diagnostic, and security data necessary to run and protect the website.

E. Information Processed Locally by Mara AI

Depending on the features you use, Mara AI may process locally:

- Prompts and chat messages;
- PDFs and text documents;
- Images;
- Audio recordings or transcriptions;
- Saved conversations;
- Local usernames or account information;
- Application settings; and
- Generated responses.

This locally processed content is intended to remain on the user's device unless the user intentionally exports, shares, uploads, or sends it elsewhere.

3. Information We Do Not Intentionally Collect From the Desktop App

The current Mara AI desktop application is not intended to automatically transmit the following to Eden Technologies:

- AI prompts;
- AI responses;
- Chat histories;
- Uploaded PDFs;
- Uploaded images;
- Audio recordings;
- Locally stored documents;
- Local conversation databases; or
- The contents of the user's computer.
- Images, screenshots, scanned documents, and visual content locally processed through Qwen;
- Audio recordings processed through Whisper-compatible technology; and
- Transcriptions generated locally through Whisper-compatible technology.

This statement does not apply when a user voluntarily sends information to Eden Technologies for support, posts it online, uses third-party software that transmits it, or enables a future feature that clearly discloses online processing.

4. How We Use Information

We may use collected information to:

- Process and confirm purchases;
- Generate and manage access codes;
- Provide installer downloads;
- Verify payment status;

- Prevent unauthorized code sharing;
- Detect fraud, abuse, chargebacks, and security threats;
- Provide customer support;
- Troubleshoot website or installer problems;
- Process refunds;
- Maintain transaction and accounting records;
- Comply with legal and tax obligations;
- Enforce the Purchase and License Agreement;
- Improve website reliability;
- Investigate misuse; and
- Protect Eden Technologies, its customers, and others.

We will not use locally processed Mara AI conversations to train a centralized Eden Technologies AI model unless a user separately and affirmatively agrees to such use in the future.

5. How We Share Information

We may share information with the following categories of recipients.

A. Payment Processors

We use Stripe to process payments, authenticate transactions, prevent fraud, handle refunds, and manage disputes.

Stripe may share transaction information with banks, card networks, payment-method providers, financial partners, and fraud-prevention providers as necessary to process transactions.

B. Hosting and Infrastructure Providers

We use Microsoft Azure to host the website, access-code portal, application database, server files, and related infrastructure.

C. Domain and Technical Providers

We may use domain registrars, DNS providers, security providers, email providers, software repositories, and technical contractors required to operate or secure the service.

D. Professional Advisers

We may disclose information to accountants, attorneys, insurers, auditors, tax professionals, or consultants where reasonably necessary.

E. Legal and Safety Disclosures

We may disclose information when reasonably necessary to:

- Comply with law, regulation, subpoena, warrant, or court order;
- Respond to a valid government request;
- Investigate fraud or unlawful conduct;
- Enforce our agreements;
- Protect rights, safety, systems, users, or property; or
- Establish, exercise, or defend legal claims.

F. Business Transfers

Information may be transferred as part of a merger, acquisition, financing, restructuring, asset sale, or transfer of all or part of Eden Technologies, subject to applicable law.

6. Sale and Targeted Advertising

Eden Technologies does not sell personal information for money.

We do not currently use Mara AI customer information for cross-context behavioral advertising or targeted advertising.

If those practices change, we will update this Privacy Policy and provide legally required choices.

7. Cookies and Session Technologies

The website may use essential cookies or similar technologies to:

- Maintain a secure session;
- Recognize that an access code was accepted;

- Support checkout and payment redirects;
- Prevent fraud;
- Protect administrative pages; and
- Maintain basic website functionality.

These essential technologies are not intended to build advertising profiles.

Stripe may separately use cookies and similar technologies in connection with Checkout, Link, fraud detection, and its other services.

8. Data Retention

We retain information only for as long as reasonably necessary for the purposes described in this Privacy Policy, including:

- Completing transactions;
- Maintaining licensing and download records;
- Providing support;
- Preventing fraud and unauthorized sharing;
- Handling disputes and chargebacks;
- Meeting tax, accounting, and legal requirements; and
- Enforcing agreements.

Transaction, tax, and accounting records may be retained for the period required by applicable law.

Access-code and download records may be retained while the license remains active and for a reasonable period afterward.

Support communications may be retained where necessary to document requests, resolutions, refunds, or disputes.

Information may be deleted, anonymized, or aggregated when no longer reasonably needed.

9. Security

We use reasonable administrative, technical, and organizational measures designed to protect information, including:

- HTTPS encryption for the website;
- Restricted administrative access;
- Environment-variable storage for secret credentials;
- Stripe-hosted payment processing;
- Access-code controls;
- Server and application security measures; and
- Limited collection of payment information.

No website, computer, transmission method, or storage system can be guaranteed completely secure.

The FTC advises businesses to understand what personal information they hold, collect only what they need, protect it, and securely dispose of information no longer required.

10. Your Privacy Choices and Rights

Depending on where you live and whether a particular privacy law applies to Eden Technologies, you may have rights to:

- Request confirmation that we process your personal information;
- Request access to personal information;
- Request correction of inaccurate information;
- Request deletion;
- Obtain a portable copy of certain information;
- Opt out of certain sales, targeted advertising, or profiling;
- Withdraw consent where processing relies on consent; and
- Appeal a denied privacy request.

New Jersey's comprehensive privacy law became effective January 15, 2025 and provides qualifying consumers with specified privacy rights when the law's applicability thresholds are met.

To make a request, contact: customersupport@eden-technologies-mara.com

Include:

- Your name;
- Purchase email;
- General description of the request; and
- Information reasonably needed to verify your identity.

We may deny or limit requests where permitted by law, including when information must be retained for fraud prevention, transaction records, tax compliance, legal claims, or security.

We will not discriminate against you for exercising an applicable privacy right.

11. Payment Information Requests

Payment data held independently by Stripe may need to be requested directly from Stripe.

Deleting data from Eden Technologies does not necessarily delete information that Stripe, a bank, card network, tax authority, or other independent organization is legally entitled or required to retain.

12. Children's Privacy

Mara AI and the purchase website are not directed to children under 13.

We do not knowingly collect personal information directly from children under 13. The FTC's COPPA Rule imposes additional requirements on websites and online services directed to children under 13 or that knowingly collect their personal information.

A minor who is not legally able to enter a binding contract must obtain authorization from a parent or legal guardian.

13. International Users

Eden Technologies is based in the United States.

Website, transaction, support, and hosting information may be processed or stored in the United States or other locations used by our service providers.

By using the website or purchasing Mara AI, you understand that applicable data-protection standards may differ from those in your country, subject to any rights you have under applicable law.

14. Third-Party Links and Services

The website for Mara AI's software download may link to, incorporate, distribute, download, or depend upon independent third-party services, software, models, and technical components, including Stripe, Microsoft Azure, Ollama, Meta Llama, Qwen2.5-VL-7B-Instruct, Whisper, whisper.cpp, software repositories, email providers, support services, and other dependencies.

Eden Technologies is not responsible for the privacy, security, content, or practices of an independent third party.

Review the privacy and licensing terms of any third-party service you use.

15. Changes to This Privacy Policy

We may update this Privacy Policy to reflect:

- Product changes;
- New website features;
- New service providers;
- Legal developments;
- Security improvements; or
- Changes to our information practices.

The updated policy will show a revised effective date.

Material changes will be communicated through the website or another reasonable method where legally required.

16. Contact Us

Eden Technologies LLC

customersupport@eden-technologies-mara.com

business.inquiries@eden-technologies-mara.com

<https://eden-technologies-mara.com>