Privacy Policy

Effective date: October 9, 2026
Last updated: October 9, 2026

This Privacy Policy explains how **FLOWQE SOLUTIONS SRL**, operating the **IntlRune** service ("**IntlRune**", "**we**", "**us**", or "**our**"), collects, uses, stores, shares, and otherwise processes personal data when you use the IntlRune website, applications, APIs, and related services (collectively, the "**Service**").

We process personal data in accordance with applicable data protection laws, including the laws of the Republic of Moldova and, where applicable, Regulation (EU) 2016/679 (the "**GDPR**").

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1. Who We Are

IntlRune is operated by:

FLOWQE SOLUTIONS SRL
IDNO: **1023600066800**
Bd. Decebal 139/5, ap. 61
MD-2060 Chișinău
Republic of Moldova

Website: **https://intlrune.com**
Privacy and security contact: **privacy@intlrune.com**

For personal data relating to IntlRune accounts, billing, website usage, security, support, analytics, and administration of the Service, FLOWQE SOLUTIONS SRL generally acts as the **data controller**.

Where a business customer submits personal data contained in translation files, localization content, or other Customer Content and determines why that data is processed, FLOWQE SOLUTIONS SRL generally acts as a **data processor** on behalf of that customer.

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2. Scope of This Privacy Policy

This Privacy Policy applies when you:

- create or use an IntlRune account;
- use the IntlRune website, application, or API;
- create projects or workspaces;
- upload files or text;
- request translations;
- invite users to a workspace;
- create or use shareable download links;
- purchase or manage a subscription;
- contact customer support;

- receive communications from us; or
- otherwise interact with IntlRune.

IntlRune is available to both individual and business users worldwide.

The Service is intended only for persons who are at least **18 years old**.

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3. Information We Collect

The information we collect depends on how you use IntlRune.

3.1 Account Information

When you create or maintain an account, we may process:

- name;
- email address;
- authentication information;
- telephone number;
- country;
- account identifiers;
- account preferences;
- language or locale settings;
- subscription information;
- account status; and
- other information you choose to provide.

Where email and password authentication is used, authentication credentials are handled through our authentication infrastructure, including Firebase Authentication. We do not intentionally store plaintext passwords.

3.2 Company and Billing Information

Company and billing information is generally not required simply to maintain a free account.

Where required to purchase a paid Service, issue an invoice, or comply with legal obligations, we may collect:

- legal company name;
- company registration number;
- tax or VAT information;
- registered or billing address;
- billing country;
- billing contact information;

- telephone number;
- invoice details;
- subscription information; and
- other information reasonably necessary for billing and accounting.

3.3 Authentication Information

IntlRune currently uses **Firebase Authentication**.

Users may authenticate using email and password or supported third-party authentication providers, including **Google Sign-In**.

When you use a third-party authentication provider, we may receive information made available by that provider, such as:

- name;
- email address;
- account identifier;
- profile image, where available; and
- information necessary to authenticate your account.

We may add additional authentication providers in the future.

3.4 Customer Content

IntlRune allows users to submit:

- text;
- translation strings;
- localization resources;
- JSON and other localization files;
- documents;
- project information;
- metadata; and
- other content selected by the user.

We refer to this information collectively as "**Customer Content**".

Customer Content may contain personal data concerning the user or other individuals.

FLOWQE SOLUTIONS SRL does not generally review Customer Content before it is submitted and does not determine what categories of information users choose to include.

3.5 Payment Information

Payments are currently processed using **PayPal**.

PayPal may directly collect financial and payment information according to its own privacy practices.

IntlRune may receive information necessary to associate a payment with an account and maintain billing records, including, depending on the payment method:

- transaction identifiers;
- payment status;
- amount;
- currency;
- payer information made available to us;
- subscription identifiers; and
- information necessary for invoicing, refunds, accounting, or payment disputes.

IntlRune does not intentionally store complete payment-card numbers or card security codes where those details are processed directly by the payment provider.

We may introduce additional payment providers in the future.

3.6 Technical and Usage Information

When you use IntlRune, we may automatically process technical information including:

- IP address;
- browser type and version;
- operating system;
- device information;
- language and locale;
- dates and times of requests;
- session information;
- authentication activity;
- API activity;
- request status;
- error information;
- security events;
- performance information; and
- information concerning use of Service features.

3.7 Operational Usage Information

We may process operational information necessary to administer plans and quotas, calculate costs, understand capacity requirements, and maintain the Service.

This may include:

- number of translation requests;

- word or character counts;
- token usage;
- file sizes;
- number of files;
- source and target languages;
- processing duration;
- request success or failure status; and
- aggregated Service usage statistics.

We seek to use such information without analyzing the substantive meaning of Customer Content where such analysis is unnecessary.

3.8 Communications and Support

If you contact us, we may process:

- your name;
- email address;
- company information;
- content of your request;
- attachments;
- technical information you provide; and
- correspondence between you and IntlRune.

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4. How and Why We Use Personal Data

We process personal data only where there is an appropriate purpose and legal basis.

4.1 Providing the Service

We process information to:

- create and maintain accounts;
- authenticate users;
- provide translation functionality;
- store projects and files;
- provide downloads and exports;
- operate workspaces;
- manage account limits and quotas;
- provide free and paid functionality; and
- otherwise perform the Service requested by you.

Where applicable, the legal basis is the **performance of our contract with you** or taking steps at your request before entering into a contract.

4.2 Customer Content

We process Customer Content to perform operations requested by users, including:

- receiving content;
- storing content;
- transmitting content for translation;
- generating translations;
- saving generated translations;
- backing up stored information; and
- allowing authorized users to access or download content.

Where we process Customer Content on behalf of a business customer, the customer generally acts as controller and FLOWQE SOLUTIONS SRL acts as processor.

4.3 Billing and Accounting

We process relevant information to:

- manage subscriptions;
- associate payments with accounts;
- issue invoices;
- process refunds;
- manage payment disputes; and
- comply with tax and accounting requirements.

The applicable basis may be performance of a contract or compliance with a legal obligation.

4.4 Security and Abuse Prevention

We may process account, IP address, device, authentication, usage, and request information to:

- protect accounts;
- detect unauthorized access;
- prevent fraud or abuse;
- apply rate limits;
- detect automated activity;
- protect infrastructure;
- investigate suspicious behavior; and
- enforce our Terms of Service.

Where applicable, we rely on our legitimate interests in protecting the Service, our users, and our infrastructure.

4.5 Technical Operation and Troubleshooting

We may process technical and diagnostic information to:

- diagnose errors;
- resolve support requests;
- investigate outages;
- monitor reliability;
- maintain infrastructure; and
- prevent recurring problems.

4.6 Legal Compliance and Claims

We may process information where necessary to:

- comply with applicable law;
- comply with tax or accounting requirements;
- respond to valid legal processes;
- establish or defend legal claims;
- enforce contractual rights; or
- obtain professional advice.

4.7 Consent

Where processing relies specifically on your consent, you may withdraw that consent at any time.

Withdrawal does not affect processing lawfully performed before consent was withdrawn.

Acceptance of this Privacy Policy does **not** constitute consent to every type of processing described in it.

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5. AI-Assisted Translation

IntlRune uses third-party artificial intelligence services, including the **Google Gemini API**, to provide translation functionality.

5.1 What We Send

When a user requests a translation, IntlRune sends only the content necessary to perform the translation requested by the user.

For example:

- if one string is requested, the relevant string may be sent;
- if an entire file is requested, the content necessary to translate that file may be sent.

We do not intentionally include unrelated billing, company, or profile information in translation requests.

5.2 Google Gemini

IntlRune currently uses a paid Gemini API service.

Google's handling of information submitted to Gemini is governed by its applicable contractual, privacy, security, and data-processing terms.

Under Google's current terms for paid Gemini API services, prompts and responses submitted through Paid Services are not used to improve Google's products. Google may nevertheless process or retain certain information for purposes permitted under its applicable terms, including security and abuse prevention.

5.3 No Model Training by IntlRune

FLOWQE SOLUTIONS SRL does **not** use Customer Content to train its own general-purpose artificial intelligence models.

We also do not use Customer Content for advertising or advertising profiling.

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6. Customer Content and Sensitive Information

6.1 Users Control What They Submit

Users determine what Customer Content is submitted to IntlRune.

Users are responsible for ensuring that they have the rights, permissions, and legal basis necessary to process that content using the Service.

6.2 Sensitive Personal Information

IntlRune is not specifically designed for routine processing of highly sensitive personal data.

Users should avoid intentionally submitting sensitive information unless:

- it is genuinely necessary;
- they have an appropriate legal basis;
- they are legally authorized to process and disclose the information; and
- appropriate safeguards are in place.

Sensitive information may include:

- medical or health information;
- genetic information;
- biometric information used for identification;
- racial or ethnic origin;
- political opinions;
- religious or philosophical beliefs;
- trade union membership;

- information concerning sex life or sexual orientation; and
- other information receiving heightened protection under applicable law.

6.3 Credentials and Secrets

Users must not intentionally use IntlRune to store information that creates unreasonable security risks and is unnecessary for translation functionality, including:

- account passwords;
- private cryptographic keys;
- API secrets;
- access tokens;
- authentication recovery codes;
- complete payment-card credentials together with security codes; or
- similar security credentials.

IntlRune is a cloud translation and localization service and should not be treated as a credential-management or secrets-storage system.

6.4 Information About Children

Only persons aged **18 or older** may create IntlRune accounts.

However, Customer Content submitted by an adult or organization may contain information relating to persons under 18.

In such cases, the customer is responsible for ensuring that it has the legal authority and lawful basis necessary to process that information using IntlRune.

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7. Ownership and Use of Customer Content

Users retain their rights in Customer Content submitted to IntlRune.

FLOWQE SOLUTIONS SRL does not claim ownership of Customer Content merely because it is uploaded or processed through the Service.

By submitting Customer Content, users authorize us to perform the technical operations reasonably necessary to provide the Service, including:

- receiving;
- storing;
- transmitting;
- translating;
- backing up;
- displaying to authorized users; and
- making content available for download or export.

FLOWQE SOLUTIONS SRL does not use Customer Content for:

- advertising;
- advertising profiling;
- training our own general-purpose AI models;
- marketing materials;
- product demonstrations;
- public screenshots;
- public examples; or
- internal training examples,

unless the customer has separately and explicitly authorized that use.

FLOWQE SOLUTIONS SRL does not claim ownership over translations generated for users through IntlRune.

The legal copyright or intellectual-property status of AI-generated content may vary between jurisdictions, and we do not guarantee that a particular generated translation qualifies for copyright protection.

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8. Infrastructure and Data Storage

IntlRune uses **Microsoft Azure** infrastructure.

Our primary infrastructure currently uses the **Azure North Europe** region.

Relevant infrastructure includes:

- Azure Database for PostgreSQL;
- Azure Files;
- Azure Blob Storage;
- networking;
- backup and recovery infrastructure; and
- related Azure services.

Customer Content and generated translations may be stored in Azure Files or Azure Blob Storage.

Account, billing, application, and related information may be stored in Azure-hosted PostgreSQL infrastructure.

Some third-party providers may process information outside the Azure North Europe region as described below.

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9. Teams, Workspaces and Sharing

9.1 Shared Workspaces

IntlRune allows users to participate in shared teams, organizations, or workspaces.

Depending on permissions, workspace members may see information including:

- names;
- email addresses;
- workspace roles;
- organization affiliation;
- shared projects;
- shared files; and
- relevant collaboration activity.

Workspace administrators are responsible for determining who should have access and removing users who no longer require access.

9.2 Shareable Links

IntlRune may allow users to generate temporary, expiring links for downloading or accessing files.

Anyone who obtains a valid shareable link may be able to access the linked content until the link expires or is otherwise invalidated.

Users are responsible for deciding:

- what they share;
- who receives a link; and
- whether the recipient is authorized to access the information.

Shareable links should be treated as confidential unless the user intends the linked content to be shared more broadly.

Deleting a file or invalidating a link cannot delete copies already downloaded or independently stored by another recipient.

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10. Cookies and Analytics

10.1 Necessary Technologies

IntlRune may use cookies, browser storage, and similar technologies where necessary to:

- authenticate users;
- maintain sessions;
- protect accounts;
- prevent abuse;
- store preferences;

- maintain language settings; and
- provide requested functionality.

Necessary technologies may operate without optional analytics consent where permitted by applicable law.

10.2 Google Analytics

IntlRune uses or may use **Google Analytics** to understand how the website and Service are used.

Analytics information may include:

- pages visited;
- features used;
- device and browser information;
- session information;
- referral information;
- approximate location derived from technical information; and
- interactions with the Service.

Where applicable law requires consent, non-essential analytics will not be activated until the required consent has been provided.

Users who reject analytics cookies should still be able to use essential IntlRune functionality.

10.3 Customer Content and Analytics

We do not intentionally send the following information to Google Analytics for analytics purposes:

- translation text;
- uploaded files;
- passwords;
- payment credentials; or
- Customer Content intended for translation.

We may use operational metadata such as counts, file sizes, token usage, language pairs, and processing times as described in this Privacy Policy.

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11. Communications

11.1 Operational Communications

We may send operational communications including:

- account verification;
- password-reset messages;

- security notices;
- invoices;
- payment confirmations;
- subscription information;
- support responses;
- important Service changes; and
- legally required notices.

Operational communications may be necessary to maintain an active account and are not considered optional marketing communications.

11.2 Marketing

IntlRune may offer marketing emails, newsletters, product announcements, or promotional communications.

Where consent is required, marketing will use a **separate, optional opt-in**.

Creating an IntlRune account does not require agreeing to receive marketing.

Users may unsubscribe from marketing at any time.

Unsubscribing from marketing does not stop necessary account, security, billing, or legal communications.

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12. Service Providers and Other Recipients

We use third parties where reasonably necessary to provide IntlRune.

Our principal current providers include:

Microsoft

Microsoft Azure provides cloud infrastructure including hosting, database, storage, backup, networking, and related services.

Google

Google services are used for functionality including:

- Firebase Authentication;
- Google Sign-In;
- Gemini API translation processing; and
- Google Analytics.

Different Google services may process different categories of information and may operate under different legal roles and contractual terms.

PayPal

PayPal processes payments and related financial information.

For much of its payment-related processing, PayPal processes personal information under its own legal and regulatory obligations and privacy practices.

Other Providers

As IntlRune develops, we may add or replace providers for:

- payments;
- authentication;
- analytics;
- security;
- anti-abuse or CAPTCHA functionality;
- email delivery;
- error monitoring;
- infrastructure; or
- other Service functionality.

Where a material change affects how personal data is processed, we will update this Privacy Policy or provide other appropriate notice.

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13. International Data Transfers

Although our primary Azure infrastructure is located in the **North Europe** Azure region, IntlRune uses providers that operate internationally.

Personal data may therefore be processed in:

- the Republic of Moldova;
- countries within the European Economic Area;
- the United States; or
- other jurisdictions in which our authorized providers operate.

Where applicable data protection law requires safeguards for international transfers, we seek to use an appropriate transfer mechanism.

Depending on the circumstances, this may include:

- an adequacy decision;
- Standard Contractual Clauses;
- recognized data-transfer frameworks;
- contractual safeguards;
- another mechanism permitted by applicable law; or
- a statutory exception where legally available.

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14. Information Security

FLOWQE SOLUTIONS SRL uses technical and organizational measures designed to protect personal data and Customer Content against unauthorized access, disclosure, alteration, destruction, or loss.

Measures currently include, where appropriate:

- HTTPS/TLS encryption in transit;
- encryption at rest provided by our cloud infrastructure;
- individual employee accounts;
- multi-factor authentication for personnel with production access;
- restricted production access;
- access based on operational need;
- the ability to revoke personnel access;
- backups and disaster-recovery mechanisms; and
- authentication and infrastructure security controls.

No Internet-based service can guarantee absolute security.

14.1 Personnel Access

Production access is limited to FLOWQE SOLUTIONS SRL personnel who require it.

Customer Content is **not routinely reviewed** by our personnel.

Authorized personnel may access Customer Content where reasonably necessary to:

- investigate a technical problem;
- respond to customer support;
- investigate a security incident;
- maintain or restore the Service;
- prevent abuse;
- protect users or infrastructure; or
- comply with applicable legal obligations.

Personnel use individual accounts and multi-factor authentication for production access.

Access can be revoked when it is no longer required.

14.2 Technical Logs

IntlRune may maintain application, technical, diagnostic, access, and security logs where necessary to operate, secure, and troubleshoot the Service.

Depending on the technical circumstances, such logs may incidentally contain limited personal data or portions of Customer Content.

We seek to minimize unnecessary Customer Content in logs and to retain logs only for as long as reasonably necessary for their operational or security purpose.

14.3 Security Incidents

If we become aware of a suspected personal data breach, we may:

- investigate it;
- contain and remediate it;
- determine what information may have been affected;
- assess risks;
- document the incident; and
- notify authorities or affected individuals where required by applicable law.

We do not promise notification for every technical or security incident.

Notifications will be made where required by applicable data protection law or where we otherwise determine notification is appropriate.

Suspected privacy or security incidents may be reported to:

privacy@intlrune.com

Do not send passwords, private keys, API secrets, or other unnecessary credentials in such reports.

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15. Data Retention

We retain personal data only for as long as reasonably necessary for the purpose for which it is processed or as required by applicable law.

15.1 Account Information

Account and profile information is generally retained while the account remains active.

When an account is deleted, ordinary account information such as name, email address, telephone number, and profile information is removed from active systems without unnecessary delay, except where particular information must be retained for legal or other legitimate reasons.

We do not maintain a separate long-term record of deleted accounts solely for general fraud-prevention purposes.

15.2 Customer Content

Customer Content is generally retained while the relevant project, file, or account remains active.

When users delete files or Customer Content, the active copy is removed from primary storage without unnecessary delay.

15.3 Backups

Deleted information may remain temporarily in backup systems.

Our current backup retention period is approximately **7 days**.

Our backup configuration may change, but under our normal backup lifecycle we currently intend backup retention not to exceed **35 days**.

Backup copies are maintained for disaster recovery and service continuity and are not intended for ordinary business use.

If a backup is restored after a system failure, previously deleted information contained in that backup may temporarily reappear. Where reasonably practicable, applicable deletions will be reapplied.

15.4 Billing and Accounting Records

Invoices, transaction records, payment information, and other financial records may be retained for the period required under applicable tax, accounting, and other legal obligations.

Deleting an IntlRune account does not require us to delete information that we are legally required to retain.

15.5 Support Communications

Support correspondence is retained only for as long as reasonably necessary to:

- resolve the issue;
- diagnose technical problems;
- maintain necessary records;
- address security concerns; or
- protect legal rights.

We seek to delete or anonymize support information once it is no longer reasonably necessary.

15.6 Extended Retention

Information may be retained longer where reasonably necessary in connection with:

- an unresolved dispute;
- a legal claim;
- a security incident;
- suspected fraud or abuse;
- a legal hold; or
- another applicable legal obligation.

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16. Your Privacy Rights

Depending on your location and applicable law, you may have rights including the right to:

- obtain confirmation whether we process your personal data;
- access personal data concerning you;

- obtain a copy of applicable personal data;
- correct inaccurate or incomplete information;
- request deletion;
- request restriction of processing;
- object to certain processing;
- request data portability where applicable;
- withdraw consent where processing relies on consent;
- object to direct marketing; and
- lodge a complaint with a competent data protection authority.

These rights may be subject to legal conditions, exceptions, or limitations.

16.1 Exercising Your Rights

Requests may be submitted to:

privacy@intlrune.com

We may request information reasonably necessary to verify your identity and prevent unauthorized disclosure.

We may also ask for clarification where necessary to identify the information or processing activity concerned.

We will respond within the period required by applicable law.

Where permitted by law, manifestly unfounded or excessive requests may be refused or subject to a reasonable fee.

16.2 Self-Service Controls

IntlRune provides functionality that may allow users to:

- edit account information;
- edit company information;
- download or export translation files;
- delete projects and files; and
- delete their accounts.

These features do not limit additional rights available under applicable law.

16.3 Requests Relating to Business Customer Content

Where we process personal data contained in Customer Content solely on behalf of a business customer, that customer generally controls the relevant data.

If an individual contacts us concerning such information, we may refer the request to the customer and assist that customer where required by applicable law.

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17. Moldova Data Protection Rights

FLOWQE SOLUTIONS SRL processes personal data in accordance with applicable legislation of the Republic of Moldova, including **Law No. 195/2024 on Personal Data Protection**.

Individuals may have the right to submit a complaint to the competent supervisory authority:

National Center for Personal Data Protection of the Republic of Moldova (CNPDCP)

You may contact us first at **privacy@intlrune.com**, but doing so does not limit any right you may have to contact a supervisory authority or seek another legal remedy.

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18. European Union and EEA Users

Where the GDPR applies, the processing described in this Privacy Policy may rely on:

- performance of a contract;
- compliance with a legal obligation;
- legitimate interests;
- consent; or
- another legal basis permitted under the GDPR.

Individuals may have the right to lodge a complaint with the competent data protection supervisory authority in their country.

FLOWQE SOLUTIONS SRL is established in the Republic of Moldova and currently has no establishment in the European Union.

Where applicable law requires us to designate a representative in the European Union, the representative's contact information will be made available through this Privacy Policy or another appropriate notice.

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19. Automated Processing

IntlRune may use automated technical mechanisms for purposes such as:

- translation;
- rate limiting;
- usage-limit enforcement;
- security;
- fraud prevention; and
- abuse detection.

We do not currently use solely automated decision-making to make decisions concerning individuals that produce legal effects or similarly significant effects, unless separately disclosed where applicable.

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20. Sale of Personal Data and Advertising

FLOWQE SOLUTIONS SRL does **not sell Customer Content**.

We do not use Customer Content to create advertising profiles or serve third-party targeted advertising.

We do not use Customer Content to train our own general-purpose AI models.

If our business practices materially change in the future, we will update our disclosures and provide any choices or rights required by applicable law.

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21. Legal Disclosures

We may disclose personal data where we reasonably believe disclosure is necessary to:

- comply with applicable law;
- comply with a binding court order;
- respond to a lawful request from a competent authority;
- comply with tax, financial, accounting, or regulatory obligations;
- investigate fraud or abuse;
- respond to a security incident;
- establish, exercise, or defend legal claims;
- protect IntlRune and its infrastructure; or
- protect the rights, property, or safety of our users or others.

Where legally permitted and reasonably practicable, we seek to limit disclosures to information reasonably necessary for the relevant purpose.

We may challenge or reject requests that we reasonably believe are invalid, excessive, or unlawful.

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22. Business Transfers

If FLOWQE SOLUTIONS SRL or IntlRune is involved in a merger, acquisition, restructuring, financing, sale of assets, insolvency proceeding, or similar transaction, information may be transferred as part of that transaction.

Any such processing remains subject to applicable data protection requirements.

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23. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect:

- changes to IntlRune;

- new features;
- changes to service providers;
- changes to our data-processing practices;
- security developments; or
- legal or regulatory requirements.

The “Last updated” date at the top indicates when this Privacy Policy was most recently revised.

Where changes materially affect how personal data is processed, we may provide additional notice through the Service, by email, or through another appropriate method.

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24. Contact Us

For privacy questions, privacy-rights requests, or suspected security incidents, contact:

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MD-2060 Chișinău
Republic of Moldova

Email: privacy@intlrune.com
Website: https://intlrune.com