

Privacy Policy

What personal data we collect across our sites and products, why, on what lawful basis, and your rights.

Version 1.4 | Effective 12 August 2026 | Privacy & data

Owner Obedience Global Ltd board | Approved by Obedience Global Ltd board on 12 August 2026

Approval state company-approved | Next review 28 October 2026

01 Who we are

Obedience ("we", "us") builds AI software for quantity surveying. This policy covers our websites (obedience.global, obedience.cloud) and our products, including QuantifyQS (quantify.obedience.global).

We are the data controller for the personal data described in this policy, except where we process customer project data inside QuantifyQS on a customer's instructions, where we act as a processor under our Data Processing Agreement.

Contact for anything in this policy: hello@obedience.global.

02 The data we collect, and why

We collect only what each purpose needs:

Data | Purpose | Lawful basis

Access-request details (name, work email, practice, role, message) | Responding to your request and onboarding your practice | Legitimate interests (B2B contact you initiated)

Account data (name, email, organisation, role) in QuantifyQS | Providing and securing the service | Contract

ClientID account reference, account status and support lookup audit | Identifying an organisation in settings, support, billing administration and authorised exports; detecting misuse | Contract and legitimate interests (service administration and security)

Project and commercial data you put into QuantifyQS | Delivering the product features you use | Contract (as processor, on your instructions)

Usage and device data in the product (consent-gated analytics) | Understanding what works and fixing what does not | Consent

Security logs (IP address, authentication events) | Protecting accounts and preventing abuse | Legitimate interests (security)

Billing details (handled by Stripe) | Payments, tax and accounting | Contract and legal obligation

03 Where your data lives

Structured customer project records in our primary Neon Postgres database are stored in the United Kingdom (London). Customer file objects use a Cloudflare R2 bucket whose current location reports Western Europe (WEUR); this automatic location is not a single-country jurisdiction guarantee. Obedience Cloud application servers run in Germany (EEA). Some other supporting services process data in the EEA or the United States under applicable UK transfer safeguards. The full picture, service by service, is in our Subprocessor List.

04 AI processing

The current public assistants use the Anthropic commercial API for low-sensitivity product and policy questions. QuantifyQS contains optional Anthropic and OpenAI integration code, but code presence is not approval to send customer documents, licensed material or confidential workspace content. OpenAI private processing is outside the current approved boundary. AI outputs are drafts and require human review and sign-off. Details are in our

05 How long we keep data

We keep personal data only as long as the purpose requires, then delete it. Active Quantify workspace and project records are scheduled for deletion within 30 days after verified termination or instruction. Rolling backup copies then age out within 30 days. Authentication-provider copies can take up to 90 days after termination under the current provider terms. Statutory records, narrowly scoped legal holds and provider legal or security exceptions can require longer restricted retention. The system-specific periods are in our Data Retention Schedule.

A ClientID is an eight-digit public account reference, not a password or security credential. Closing an account retires the reference so it cannot be issued to another organisation. Authorised staff lookup records keep a one-way digest of the value searched, the staff actor, purpose, result and time rather than unrelated customer data.

06 Your rights

Under UK GDPR you can ask us to:

- Access the personal data we hold about you
- Correct inaccurate data
- Delete data ("right to erasure")
- Restrict or object to processing
- Port your data to another provider
- Withdraw consent at any time, where consent is the basis

07 Complaints

You have a statutory right to complain to us directly, and we will acknowledge within 30 days: see Data Rights & Complaints for the route. You can also complain to the Information Commissioner's Office (ico.org.uk) at any time.

08 Changes to this policy

We version every policy. Material changes are listed in the policy header and announced to account holders by email before they take effect.

Canonical online record: <https://obedience.global/policies/privacy>