

Jais – Privacy Policy

Jais is a 30-billion parameter bilingual model developed by Core42, a G42 company. The model was trained on the Condor Galaxy 1 Supercomputer, the world's fastest AI training supercomputer recently launched by G42 and Cerebras Systems. It was trained on a dataset of 1.6 trillion tokens, including 971 billion tokens in English, 475 billion in Arabic, and 193 billion in code, aiming to deliver the benefits of generative AI across the Arab world.

This Privacy Policy explains how **Core42 Technology Projects LLC** and its affiliates (hereinafter collectively called as “**Core42**”, “**we**”, “**our**” or “**ours**”) collect, use, disclose, and process your personal data when you use our website www.arabic-gpt.ai or when you interact with our mobile application Jais Chat (“**Services**”).

This Privacy Policy also describes your privacy rights. More information about your rights, and how to exercise them, is set out in the “Rights and Choices” section.

1. Collection of Personal Data

We collect the following categories of personal data:

Personal data you provide to us directly

Identity and Contact Data. Core42 collects identifiers, such as your name, email address, and username when you sign up for an account using our website and/or mobile application, or to receive information on our Services.

Inputs and Outputs. Our AI services allow you to prompt the Services in a variety of media including but not limited to the format of text, files and documents, photos and images, and other materials along with the metadata and other information contained therein (“Prompts” or “Inputs”), which generate responses (“Outputs” or “Completions”) based on your Inputs. If you include personal data in your Inputs, we will collect that information and this information may be reproduced in your Outputs.

Feedback on your use of our Services. We appreciate feedback, including ideas and suggestions for improvement or rating an Output in response to an Input. If you rate an Output in response to an Input—for example, by using the thumbs up/thumbs down icon—we will store the related conversation as part of your Feedback.

Communication Information. If you communicate with us, we collect your name, contact information, and the contents of any messages you send.

Personal data we receive automatically from your use of the Services

When you use the Services, we also receive certain technical data automatically (described below, collectively “Technical Information”). This includes:

Device and Connection Information. Consistent with your device or browser permissions, your device or browser automatically sends us information about when and how you install, access, or use our Services. This includes information such as your device type, operating system information, browser information,

mobile network, connection information, mobile operator or internet service provider (ISP), time zone setting, IP address (including information about the location of the device derived from your IP address), identifiers (including device or advertising identifiers, probabilistic identifiers, and other unique personal or online identifiers).

Usage Information. We collect information about your use of the Services, such as the dates and times of access, sign-in history, browsing history, search, information about the links you click, pages you view, and other information about how you use the Services, and technology on the devices you use to access the Services.

Log and Troubleshooting Information. We collect information about how our Services are performing when you use them. This information includes log files. If you or your device experiences an error, we may collect information about the error, the time the error occurred, the feature being used, the state of the application when the error occurred, and any communications or content provided at the time the error occurred.

Cookies & Similar Technologies. We and our service providers use cookies, scripts, or similar technologies (“cookies”) to manage the Services and to collect information about you and your use of the Services. These technologies help us to recognize you, customize or personalize your experience, market additional products or services to you, and analyze the use of our Services to make it more useful to you.

Personal data we receive indirectly to train our models

We obtain personal data from third party sources in order to train our models. We take steps to minimize the privacy impact on individuals through the training process.

2. Usage of Personal Data and its Legal Basis

Our mission is to constantly improve our Services and provide you with new experiences. As part of this mission, we use your information for the following purposes:

Purpose	Type of Data	Legal Basis
To provide and facilitate the Services with you with respect to your user account, which are governed by our Terms of Service	Identity and Contact Data Feedback	Contract
To communicate with you for non-marketing purposes including by sending you Services-related emails, push notifications, and other messages	Identity and Contact Data Communication Information	Contract
To send you marketing communications, where you have signed up to receive them	Identity and Contact Data	Consent
To create and administer your user account	Identity and Contact Data Feedback	Contract

To prevent and investigate fraud, unlawful or criminal activity, unauthorized access to or use of personal data or our systems and networks, and to meet governmental and institutional policy obligations	Identity and Contact Data	Legitimate interests
	Inputs and Outputs	Legal obligation
	Technical Information	It is our legitimate interest to protect our business, employees and users from illegal activities, inappropriate behavior or violations of terms that would be detrimental. We also have a duty to cooperate with authorities.
To investigate and resolve disputes	Identity and Contact Data	Legitimate interests
	Inputs and Outputs	Legal obligation
	Feedback	It is our legitimate interest to fully understand and make reasonable efforts to resolve customer complaints in order to improve user satisfaction. We also have a legal obligation in some cases.
To investigate and resolve security issues	Identity and Contact Data	Legal obligation
	Feedback	Legitimate interests
	Technical Information	It is our legitimate interest to protect user data and our systems from intrusion or compromise through monitoring and swift response. We also have a legal obligation to provide adequate security safeguards.
To debug and to identify and repair errors that impair existing functionality	Identity and Contact Data	Legitimate interests
	Feedback	It is our legitimate interest to maintain continuous functioning of our services and rapid correction of problems to ensure a positive user experience that encourages engagement.
	Technical Information	
To improve the Services and conduct research	Identity and Contact Data	Legitimate interests
	Feedback	It is our legitimate interest and in the interest of our users to evaluate the use of the Services and adoption of new features to inform the development of future features and improve direction and development of the Services.
	Technical Information	
To de-identify it and train our AI models	Inputs and Outputs	Legitimate interests

	Feedback	It is our legitimate interest to utilize de-identified data to improve our AI models. This enables us to provide more accurate and helpful services over time based on real-world usage.
	Technical Information	
To enforce our Terms of Service and similar terms and agreements, including our Acceptable Use Policy.	Identity and Contact Data	Contract
	Inputs and Outputs	In certain circumstances outside of the performance of our contract with you, we may rely on legitimate interests. It is our legitimate interest to enforce the rules and policies governing use of our services, to maintain intended functionality and value for users. We aim to provide a safe, useful platform.
	Technical Information	

3. How We Disclose Personal Data

Core42 will disclose personal data to the following categories of third parties for the purposes explained in this Policy:

Affiliates & corporate partners. Core42 discloses the categories of personal data described above between and among its affiliates and related entities.

Service providers & business partners. We may disclose the categories of personal data described above with service providers and business partners for a variety of business purposes, including website and data hosting, ensuring compliance with industry standards, research, auditing, and data processing.

We may also disclose personal data in the following circumstances:

As part of a significant corporate event. If Core42 is involved in a merger, corporate transaction, bankruptcy, or other situation involving the transfer of business assets, Core42 will disclose your personal data as part of these corporate transactions.

Third-Party Websites and Services. Our Services may involve integrations with, or may direct you to, websites, apps, and services managed by third parties. By interacting with these third parties, you are providing information directly to the third party and not us and subject to the third party's privacy policy. If you access third-party services, such as social media sites or other sites linked through the Services (e.g., if you follow a link to our "X" account), these third-party services will be able to collect personal data about you, including information about your activity on the Services. If we link to a site or service via our Services, you should read their data usage policies or other documentation. Our linking to another site or service doesn't mean we endorse it or speak for that third party.

To comply with regulatory or legal requirements, safety and to enforce our terms. We may disclose personal data to governmental regulatory authorities as required by law, including for tax or accounting purposes, in response to their requests for such information or to assist in investigations. We may also disclose personal data to third parties in connection with claims, disputes or litigation, when otherwise

required by law, or if we determine its disclosure is necessary to protect the health and safety of you or any other person, to protect against fraud or credit risk, or to enforce our legal rights or contractual commitments that you have made.

With an individuals' consent. Core42 will otherwise disclose personal data when an individual gives us permission or directs us to disclose this information.

4. Rights and Choices

Subject to applicable law and depending on where you reside, you may have some rights regarding your personal data, as described further below. Core42 will not discriminate based on the exercising of privacy rights you may have.

To exercise your rights, you or an authorized agent may submit a request by emailing us at privacymatters@core42.ai. After we receive your request, we may verify it by requesting information sufficient to confirm your identity. You may also have the right to appeal requests that we deny by mailing privacymatters@core42.ai.

Right to know. You may have the right to know what personal data Core42 processes about you, including the categories of personal data, the categories of sources from which it is collected, the purposes for collection, and the categories of third parties to whom we disclose it.

Access & data portability. You may have the right to request a copy of the personal data Core42 processes about you, subject to certain exceptions. In certain cases, and subject to applicable law, you have the right to port your information.

Deletion. You may have the right to request that we delete personal data collected from you and retained, subject to certain exceptions. If you choose delete your user account with us, you may do so by using “Manage Account” option from our Services.

Correction. You may have the right to request that we correct inaccurate personal data Core42 retains about you, subject to certain exceptions. Please note that we cannot guarantee the factual accuracy of Outputs. If Outputs contain factually inaccurate personal data relating to you, you can submit a correction request and we will make a reasonable effort to correct this information—but due to the technical complexity of our large language models, it may not always be possible for us to do so.

Objection. You may have a right to object to processing of your personal data, including profiling conducted on grounds of public or legitimate interest. We will no longer process the personal data in case of such objection unless we demonstrate compelling legitimate grounds for the processing which override your interests, rights, and freedoms, or for the establishment, exercise or defense of legal claims. If we use your information for direct marketing, you can object and opt out of future direct marketing messages using the unsubscribe link in such communications.

Restriction. You may have the right to restrict our processing of your personal data in certain circumstances.

Withdrawal of consent. Where Core42's processing of your personal data is based on consent, you have the right to withdraw your consent. The withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal.

Automated decision-making. Core42 does not engage in decision making based solely on automated processing or profiling in a manner which produces a legal effect (i.e., impacts your legal rights) or significantly affects you in a similar way (e.g., significantly affects your financial circumstances or ability to access essential goods or services).

5. Data Transfers

When you access our website or Services, your personal data may be transferred from your country or jurisdiction to other countries or jurisdictions around the world. This may be a direct provision of your personal data to us, or a transfer that we or a third party make (the latter being a “Transfer”).

Our servers are located in the UAE. Where information is transferred outside the UAE, we ensure that the recipient of any personal data provides a proper protection of the personal data received, in accordance with the current legislation on the protection of such information.

6. Data Retention and Data Lifecycle

Core42 retains your personal data for as long as reasonably necessary for the purposes and criteria outlined in this Privacy Policy.

However, some data may still be stored for a certain time period if information is necessary to comply with legal obligation (taxation, accounting, audit) or in order to maintain safety and data backup settings, prevent fraud or other malicious acts.

Aggregated or De-Identified Information

We may process personal data in an aggregated or de-identified form to analyze the effectiveness of our Services, conduct research, study user behavior, and train our AI models. For instance:

When you submit Feedback and provide us permission, we disassociate Inputs and Outputs from your user ID to use them for training and improving our models.

If our systems flag Inputs or Outputs for potentially violating our Terms of Service, we disassociate the content from your user ID to train our trust and safety classification models and internal generative models.

To improve user experience, we may analyze and aggregate general user behavior and usage data. This information does not identify individual users.

7. Children

Our Services are not directed towards, and we do not knowingly collect, process, or share any information about, children under the age of 18. If you become aware that a child under the age of 18 has provided any personal data to us while using our Services, please email us at privacymatters@core42.ai and we will investigate the matter and, if appropriate, delete the personal data.

8. Changes to Our Privacy Policy

Core42 may update this Privacy Policy from time to time. We will notify you of any material changes to this Privacy Policy, as appropriate. We encourage you to review that page for updates when you access the Services.

9. Contact Information

The data controller responsible for your personal data is Core42 Technology Projects LLC. If you have any questions about this Privacy Policy, or have any questions, complaints or requests regarding your personal data, you can email us at privacymatters@core42.ai.