

Privacy Policy

سياسة الخصوصية

Warakai — Arabic Document Intelligence API

Effective Date: April 17, 2026 · Last Updated: April 17, 2026

■ Key commitment: Warakai does not permanently store your documents. Files are temporarily held in AWS S3 only for the duration of processing, then permanently and automatically deleted upon job completion. Bulk results are delivered by email as Excel files and immediately deleted from our servers after sending. We never use your documents to train AI models without your explicit written consent.

1. Who We Are

Warakai ("we", "us", "our") is an Arabic document intelligence API service accessible at warakai.com. Warakai is an independent SaaS product. For privacy-related inquiries, contact us at: admin@warakai.com

2. Information We Collect

2.1 Account Information

- Full name and email address (on registration)
- Billing information — processed securely by our payment provider (Lemon Squeezy). We do not store card numbers.
- API usage metadata: request counts, timestamps, document page counts, error rates.

2.2 Documents You Submit

When you upload a document (PDF, JPEG, PNG, or ZIP archive) for extraction, the file is transmitted securely over HTTPS to AWS S3 where it is stored temporarily for the sole purpose of processing. Upon job completion, the file is permanently and automatically deleted from AWS S3. For bulk jobs, extracted results are sent to you by email as an Excel file and immediately deleted from our servers after delivery. We do not write document contents to any persistent database or log file.

2.3 Technical Data

- IP address and approximate geolocation (country/city level only)
- Browser type and operating system
- API request logs (endpoint, response code, latency) — retained for 30 days for debugging
- Cookies for session management (dashboard users only)

3. How We Use Your Information

- To provide, maintain, and improve the Warakai API and dashboard
- To authenticate your identity and manage your account

- To process payments and send billing receipts
- To send transactional emails (API key creation, usage alerts, plan changes)
- To monitor service health, diagnose errors, and prevent abuse
- To comply with applicable legal obligations

We do not sell, rent, or share your personal data with third parties for marketing purposes. We do not use your submitted documents for any purpose other than performing the extraction you requested.

4. Data Storage and Security

- All data is transmitted over TLS 1.2+ encryption
- Account data (email, API keys as SHA-256 hashes) is stored on Railway PostgreSQL infrastructure
- API keys are hashed using SHA-256 — we cannot recover your raw key if lost
- Document files are never written to disk — processed in memory only
- Redis cache (Railway) used for rate limiting and job state — no document content stored in cache
- Document files are temporarily stored in AWS S3 solely for the duration of job processing, then permanently and automatically deleted upon job completion

5. Data Retention

We retain the following data for the following periods:

- Document files: temporarily stored in AWS S3 during processing only — automatically deleted upon job completion, typically within minutes
- Bulk result Excel files: sent by email and deleted from our servers immediately after successful delivery
- Extracted JSON results (single document API): retained for the duration of your plan (7 days Free, 30 days Starter, 60 days Growth, 90 days Business) then permanently deleted
- Account information: retained while your account is active and for 90 days after deletion request
- API request logs: 30 days for debugging, then permanently deleted
- Billing records: 7 years as required by applicable financial regulations

6. Third-Party Services

Warakai uses the following third-party services to operate:

- Railway — PostgreSQL database and Redis cache hosting
- AWS S3 — temporary document storage during processing only (deleted after job completes)
- Mistral AI — OCR processing of submitted documents
- Google Gemini — AI extraction processing
- Anthropic Claude — AI extraction processing (Deep engine)
- Lemon Squeezy — payment processing
- AWS SES — transactional email delivery including bulk result Excel files

Document content is transmitted to Mistral AI, Google, and Anthropic solely for the purpose of performing the extraction you requested. These providers process your data under their respective privacy policies and data processing agreements. We recommend reviewing their policies if your documents contain sensitive personal data.

7. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your account and associated data
- Export your account data in machine-readable format
- Withdraw consent for any processing based on consent
- Lodge a complaint with a relevant data protection authority

To exercise any of these rights, contact us at admin@warakai.com. We will respond within 30 days.

8. Cookies

The Warakai dashboard uses strictly necessary session cookies for authentication. We do not use tracking cookies, advertising cookies, or any third-party analytics cookies. API access does not use cookies.

9. Children's Privacy

Warakai is a B2B service intended for businesses and professionals aged 18 and above. We do not knowingly collect personal data from individuals under 18.

10. Changes to This Policy

We may update this Privacy Policy periodically. We will notify registered users by email at least 14 days before material changes take effect. Continued use of Warakai after the effective date constitutes acceptance of the updated policy.

11. Contact

For privacy-related questions, data requests, or concerns:

- Email: admin@warakai.com
- Website: warakai.com/contact
- Response time: within 3 business days