Law Enforcement Requests

Effective 22 Nov 2026 Version 1.0 For everyone

The short version

- We disclose user data only in response to valid legal process, or in an emergency.
- We notify users of requests unless the law or a court forbids it.
- We do not keep a general archive of users' conversations.

This summary helps you find your way. The full text below is what applies.

1. How to send a request

Send requests to support@electronhub.ai with the subject "Legal request". Include the issuing authority, the legal basis, the account identifiers (email address, account ID or API key prefix), the data requested and the time period, and a contact for questions.

2. What we require

We disclose user data only when we receive legal process that is valid under the law that applies to us, such as a subpoena, court order or search warrant, and only the data the process covers. We may push back on requests that are unclear, too broad or not legally valid. Requests from outside our jurisdiction may need to go through mutual legal assistance or similar channels.

3. Emergencies

If there is an imminent risk of death or serious physical injury, send an emergency request explaining the situation. We may disclose information without legal process where we believe in good faith that it is needed to prevent that harm.

4. Telling users

We tell users about requests for their data before disclosing it, unless the law or a court order forbids it, or telling them would create a risk of harm or obstruct an emergency.

5. What data we hold

We hold account details, sign-in and session records, billing and payment records, per-request usage metadata for 30 days, and the other records described in the Privacy Policy. **We do not keep a general archive of users' conversations; chats and files in the web app are stored on the user's own device.** We do hold request content in the limited cases described in Privacy Policy section 5, including error diagnostics that may contain a whole conversation up to a failed request.

6. Child safety

If we become aware of apparent child sexual abuse material, we preserve it and report it to the National Center for Missing & Exploited Children or another competent authority as the law requires.