

Clockwork Privacy Policy

Version 2026-10-12

This Policy explains how Northbridge Lab Private Limited (“**we**”, “**us**”) collects, uses and discloses personal data through Clockwork, as the Personal Data Protection Act 2012 (“**PDPA**”) requires. It is a notice: you do not need to agree to it.

1. What this Policy covers

1.1 Personal data we control. This Policy covers personal data we collect for our own purposes: about you as a user, and the records we keep about your Jobs.

1.2 Personal data in your Files. The documents you upload for a Job often contain personal data about your clients and others. The same is true of what you enter into a free tool, and its result. We process that data for your law firm, as its data intermediary, under Schedule 1 of our [Terms of Service](#) and clause 4 of our [Terms of Use](#). Your firm remains responsible for it under the PDPA. This Policy does not cover it.

Words defined in our Terms of Service, such as “Job”, “Files” and “Output”, have the same meaning here.

2. Personal data we collect

Category	What it includes	Where it comes from
Account	Your work email address, and the dates you signed up and signed in	You
Acceptance	Which versions of the Terms of Service and this Policy you were shown and accepted, and when	You
Job records	The tool used, a Job's dates, status and outcome, and the names, sizes and fingerprints of its Files and Output	Your use of Clockwork
Invoice details	The firm name and case reference you add for an invoice	You
Payments	Amount, date, status and refunds. Our payment provider handles your card details; we never see them in full	You and our payment provider
Usage	Measures of each Job, such as pages processed, file sizes and processing time	Your use of Clockwork
Communications	What you send us, such as support requests and defect reports	You
Technical	IP address, browser type and request logs, kept for security and to fix faults	Your browser
Analytics	Pages you visit and the tool events Clockwork defines, such as starting or completing a Job, with where you came from (a campaign label or referring site). Never file names, document contents or form values	Your browser
Sign-up answers	Your role, such as lawyer or paralegal, and how you heard of Clockwork	You

File names can identify a matter or a person. We keep them with a Job's record for the period in section 7 and use them only for the purposes in section 3.

3. How we use personal data

We use personal data to:

- (a) create and secure your account, and sign you in;
- (b) run your Jobs, deliver Output and, when you ask, email you a copy of our Terms of Service;
- (c) take payments, issue invoices and refunds, and deal with payment disputes and defect reports;
- (d) record which terms apply to each Job;
- (e) prevent abuse, keep Clockwork secure and fix faults;

(f) understand usage so we can set prices and improve our tools, using measures rather than the contents of your Files;

(g) tell you about changes to the Terms of Service or this Policy; and

(h) comply with the law.

We do not use personal data to train AI models, and we do not sell it.

4. Consent and withdrawal

We collect and use personal data with your consent, or where the PDPA allows us to without consent, for example to perform our agreement with your firm. We ask for only the personal data needed to provide Clockwork.

We will send you marketing emails only if you opt in, and every such email lets you unsubscribe. You may withdraw your consent to other uses by writing to us. If the data is needed to provide Clockwork, we will explain the effect of withdrawing, which may be that we can no longer provide it.

5. Who we share personal data with

We share personal data only with service providers that help us run Clockwork, under contracts requiring them to protect it, and only as they need for that purpose. They provide hosting, database and file storage, document and AI processing, email delivery, payments, analytics, and logging and monitoring.

We may also disclose personal data where the law requires it, or to a company that takes over Clockwork, which must then protect it as this Policy describes.

6. Transfers outside Singapore

Our service providers store and process personal data in Singapore and the United States. We ensure through contracts that personal data sent outside Singapore is protected to a standard comparable to the PDPA.

7. How long we keep personal data

Data	Kept until
Files and Output	7 days after the Job is completed, or when it closes unfinished (see clause 5 of the Terms of Service)
Job records	180 days after the Job closes
Payment records	As long as tax and accounting law requires
Account and acceptance records	While your account exists, and for six years after it closes, to show which terms applied
Communications	Two years after the last message
Emails we send you, including free tool results	30 days, kept by our email provider
Technical logs	30 days
Database backups	7 days; they never contain Files or Output

When we no longer need personal data, we delete it or anonymise it.

8. How we protect personal data

We protect personal data with reasonable security arrangements, including encryption in transit and at rest and access limited to staff who need it. We hold Cyber Essentials certification from the Cyber Security Agency of Singapore. If a data breach affects your personal data, we will notify you and the Personal Data Protection Commission where the PDPA requires it.

9. Your rights

You may ask us for access to your personal data, or ask us to correct it.

You may also ask us to close your account and delete your personal data. We then close any open Jobs and delete their Files, and delete your account, your Job records, your sign-up answers, your analytics data and your messages to us. We keep only:

- the record of which terms you accepted, for six years after your account closes, so that we can show which terms applied to your Jobs; and
- payment records, for as long as tax and accounting law requires.

We respond within 30 days, or tell you when we will. We may charge a reasonable fee for access, and will tell you the fee first.

10. Cookies and browser storage

Clockwork stores your sign-in session and your theme preference in your browser. These are needed for the site to work.

Until you accept the Terms of Service, our analytics stores nothing on your device: it counts visits using a daily identifier that our analytics provider derives from your IP address and browser and cannot link across days. Once you accept, it uses first-party browser storage, and links your visits to your account once you sign in.

We do not use advertising cookies.

11. Changes to this Policy

We publish each version of this Policy with its date, and earlier versions are available on request. We email you whenever we publish a new version, and ask you to acknowledge it before your next Job. We will not use personal data for a new purpose until we have told you about it.

12. Contact us

Contact our Data Protection Officer at founders@northbridgelab.com, or write to Northbridge Lab Private Limited, 68 Circular Road, #02-01, Singapore 049422.