

Privacy Policy

Version 2026-07-09 / Updated 9 July 2026 / Langton Digital Ltd, trading as Turbo MT / legal@turbomt.app

1. Who we are

Turbo MT is operated by Langton Digital Ltd, a company registered in England and Wales under company number 16886081. Our registered office is Anvil Cottage Newtown, Ramsbury, Marlborough, England, SN8 2PP.

For data protection questions, rights requests, or complaints, contact legal@turbomt.app.

We usually act as controller for Turbo MT account, website, billing, analytics, and support data. Where your company uses Turbo MT to process its own product, file, image, or operational data, your company may be the controller and we may act as its processor unless our agreement says otherwise.

2. What data we collect

The personal data we collect depends on how you use Turbo MT. We do not intentionally collect special-category data, and Turbo MT is not aimed at children.

- Account and access data: name, email address, Cloud MT user ID, company or group ID, store details, role, allowed apps, feature access, security level, session metadata, and support-token metadata where requested.
- Authentication data: Cloud MT credentials and two-factor codes are submitted during login so we can authenticate you, create a session, or create a temporary support token at your request. We do not store Cloud MT passwords or two-factor codes.
- Product and operational data: product catalogue data and related Cloud MT workflow data, including product records, attributes, content, media, files, import/export data, activation jobs, sync settings, reports, and similar operational information.
- Usage, diagnostics, and support data: pages visited, feature events, browser and device details, IP-derived server logs, error reports, feedback, support messages, issue reports, and performance information.
- Billing, onboarding, and partner data: subscription status, products purchased, billing contact information, marketplace or payment-provider customer identifiers, invoice or receipt references, renewal or cancellation status, onboarding invites, referral codes, partner dashboard activity, and payment records handled through our marketplace, partner, or payment providers. We do not receive or store full payment-card details.

We receive data directly from you, from your company, from Cloud MT/Citrus-Lime services when you connect your account, from Cloud POS Market Place Limited (Cloud POS Marketplace), marketplace, partner, reseller, payment, and onboarding providers, and from normal operation of the website and app.

3. How and why we use data

We use personal data only where we have a valid reason. The main purposes and lawful bases are:

- Providing Turbo MT, authenticating users, importing/exporting products, syncing data, and saving workflow state. Basis: contract, or steps needed before entering into a contract.
- Protecting accounts, investigating errors, preventing misuse, and keeping the service reliable. Basis: legitimate interests in operating and securing the service.
- Processing subscriptions, invoices, tax records, and required business records. Basis: contract and legal obligation.
- Improving product quality, measuring feature use, and understanding failures. Basis: legitimate interests for essential diagnostics; consent where persistent analytics cookies or local storage are used.
- Sending service messages, onboarding emails, support replies, demos, and relevant product communications. Basis: contract, legitimate interests, or consent depending on the message.
- Complying with law, responding to valid requests, and protecting legal rights. Basis: legal obligation and legitimate interests.

4. Temporary support tokens

If you request support, you may choose to create a temporary Cloud MT support token. Your Cloud MT password and any two-factor code are used only at the time of sign-in to authenticate with Cloud MT and generate the token. Turbo MT does not store your Cloud MT password or two-factor code.

Turbo MT stores the resulting access tokens in encrypted form, together with limited audit information such as the requesting user, company, requested time, expiry time, revocation status, and support use history. Support tokens expire automatically no later than 24 hours after creation, or earlier if the underlying Cloud MT session expires or the token is revoked. Once expired or revoked, the token cannot be used through Turbo MT support access.

5. Who we share data with

We do not sell personal data. We share data only where it is needed to provide, secure, improve, bill for, or legally operate Turbo MT.

Where service providers act as processors for us, they are expected to process personal data under our instructions and appropriate contractual safeguards.

- Citrus-Lime and Cloud MT services, when we authenticate your account or read/write product data on your instructions.
- Service providers that help us operate Turbo MT, including hosting, database, file-storage, background-processing, email, support, analytics, billing, diagnostics, and AI infrastructure providers.
- Cloud POS Market Place Limited (Cloud POS Marketplace), marketplace, partner, reseller, and payment providers where needed for subscriptions, billing, payment, tax, entitlement checks, renewals, cancellations, onboarding, support, and account administration.
- PostHog for analytics, diagnostics, error tracking, and product-quality monitoring.
- AI model and gateway providers where needed to generate, review, or debug AI-assisted product content.
- Professional advisers, regulators, courts, law enforcement, or another organisation where the law requires it or a business transfer makes it necessary.

We keep this notice focused on recipient categories and key user-facing providers rather than listing every internal infrastructure vendor.

Some suppliers may process data outside the UK or EEA. Where that happens, we rely on an adequacy decision or appropriate contractual safeguards where required.

6. AI-assisted features

Turbo MT uses AI to help with product activation, product copy, technical specifications, product URLs, category and facet work, image workflows, and similar Cloud MT tasks.

When you use these features, prompts and related product data may be sent to AI providers or AI gateways so they can generate the requested output. We may also record AI traces and errors so we can debug quality and reliability.

You should not upload or type sensitive personal data into product fields, files, prompts, or feedback unless your company has confirmed there is a lawful reason to do so. AI suggestions should be reviewed before saving them to Cloud MT.

7. Cookies and storage

We use first-party cookies and browser storage for login, security, preferences, referrals, and analytics choices.

- Session cookies: keep you signed in, store the Cloud MT session tokens needed by the app, and route you back after login.
- Preference cookies and local storage: remember choices such as cookie consent, dismissed banners, table settings, import settings, sidebar state, and similar interface preferences.
- Analytics storage: PostHog runs in memory until you accept analytics cookies. If you decline, that decline is remembered locally and persistent analytics storage is not enabled.
- Referral and onboarding cookies: remember referral codes or short-lived onboarding/login state so the correct app, partner, or destination can be applied.

You can control cookies in your browser settings. If you block essential cookies, login and product workflows may stop working.

8. How long we keep data

We keep data only for as long as needed for the purposes above, unless law or a live dispute requires us to keep it longer.

- Session cookies expire with the Cloud MT session, and short-lived login redirect cookies expire after a few minutes.
- Temporary support tokens expire automatically no later than 24 hours after creation, or earlier if the underlying Cloud MT session expires or the token is revoked.
- Account, subscription, and access records are kept while you or your company uses Turbo MT and for a reasonable period afterwards for support, audit, and accounting purposes.
- Uploaded files, product jobs, exports, images, mappings, and sync records are kept while needed to provide the relevant workflow, unless deleted earlier or required for troubleshooting.
- Support, diagnostic, and analytics records are retained only as long as useful for service quality, security, and business records.
- Backups and logs may take longer to expire, but are protected and not used for new purposes.

9. Security

We use technical and organisational measures designed to protect personal data, including encrypted

session cookies, access controls, HTTPS, provider-side security controls, and limited access to production data.

No online service can guarantee perfect security. If you believe Turbo MT account or product data has been exposed, contact us quickly at legal@turbomt.app.

10. Your rights

Depending on your location and the context, you may have rights to access, correct, delete, restrict, transfer, or object to the use of your personal data. You may also withdraw consent where we rely on consent.

To exercise a right, email legal@turbomt.app. We may need to verify your identity and may direct requests about your company-controlled product data to the company that provided you access to Turbo MT.

If you are unhappy with how we handle a rights request or how we use your personal data, you can make a data protection complaint using the process below.

11. Data protection complaints

If you have a concern about how we handle your personal data, you can make a data protection complaint by emailing legal@turbomt.app.

We will acknowledge data protection complaints within 30 days of receiving them. We may ask you for information to help us understand the complaint, verify your identity, or confirm your authority to act for someone else.

We will investigate data protection complaints without undue delay, keep you informed where appropriate, and tell you the outcome once we have completed our review. If your complaint relates to personal data controlled by your company rather than by Turbo MT, we may direct the complaint to your company or work with them so the right controller can respond.

You also have the right to complain to the UK Information Commissioner's Office at <https://ico.org.uk/make-a-complaint/>.

12. Updates and contact

We may update this policy when Turbo MT, our suppliers, or the law changes. The latest version will always show the updated date at the top of this page.

Langton Digital Ltd

Company number 16886081

Registered office: Anvil Cottage Newtown, Ramsbury, Marlborough, England, SN8 2PP

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