LetX: security and data sheet

As it stands on 15 November 2026. The full page: `https://letx.app/security/`. Questions: support@letx.app

LetX (letx.app) is an online LaTeX editor: people write in the browser, edit the same document together in real time, and the PDF is built on our servers. It is made by Shahriar Labs.

Where data is stored

The database, your files and the servers that run LetX are on Amazon Web Services in the Asia Pacific (Mumbai) region. The web app and public pages are delivered through Cloudflare.

Who processes data

Company	What it does for LetX	When
Amazon Web Services	Servers, file storage, the database, and the emails LetX sends	Always
Cloudflare	DNS, and delivering the web app and public pages	Always
Google Cloud (Vertex AI)	The AI model behind Lexi and the other AI features. Its terms prohibit training on customer data	When you use an AI feature
Google and GitHub	Signing in	Only if you sign in with them
Google Fonts	The typefaces on letx.app, downloaded by your browser	When a page loads
Zoho	Our business email and support inbox	When you write to us
Lemon Squeezy	Merchant of record: payment, invoices, and sales tax or VAT	Only if you buy a paid plan

AI requests go to Vertex AI's global endpoint, which can serve a request from any of Google's regions rather than one fixed region.

Encryption and access

- Everything between your browser and LetX travels over HTTPS.
- The database and stored files are encrypted at rest. Passwords are stored only as hashes.
- Your files are served through private, signed links, not public addresses.
- Projects are private by default: only people you invite, or anyone you send a share link to, can open them. Each person is an owner, an editor, a commenter or a viewer.
- The database has automated backups and is protected against deletion.

AI and your documents

Your documents are never used to train AI models, ours or anyone else's. Text goes to the AI provider only when an AI feature runs: on the free plan, when you ask Lexi something; on paid plans, also for inline suggestions, which are on by default and can be switched off in Settings. Today that provider is Google Cloud Vertex AI, whose terms prohibit using customer data to train Google's models, set to the strictest data-retention option it offers.

Export, retention and deletion

- You can download any project, source and files, at any time.
- When you delete your account, your personal data and documents are deleted or anonymised within a reasonable period; backups that still hold them expire on their own schedule.
- Billing records stay with Lemon Squeezy, our merchant of record, to settle refunds and disputes.

Signing in

People sign in with an email and password, or with Google or GitHub.

What LetX does not have

- A SOC 2 report or an ISO 27001 certification.
- A standard data processing agreement.
- A completed security questionnaire such as HECVAT.
- An independent accessibility audit, so we do not claim WCAG conformance.
- SAML or OIDC single sign-on.
- A public status page.
- A self-hosted or on-premise version. LetX is a hosted service.
- Storage in the European Union or the United States. Everything is stored in Mumbai.

If your procurement needs any of these, write to support@letx.app and we will tell you exactly where each one stands.

Reporting a security issue

Email support@letx.app. The same address is in `https://letx.app/.well-known/security.txt`.