ChatNow · Zinteli Ltd

ChatNow — Privacy Policy

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Applies to: ChatNow for Android and iOS

Who we are

ChatNow is published by Zinteli Ltd ("Zinteli", "we", "us"). For any question about this policy, write to info@zinteli.com.

The short version

- **We never receive your messages.** Chats, voice messages, files and calls travel straight from your phone to the phones of the people you talk to, encrypted end to end. Zinteli has no server that stores them, and could not read them if it did.
- **Your mail goes only between your device and your mail provider**, such as Outlook.com, Gmail or whichever service you add, over encrypted connections.
- **What is on your device is encrypted.** The app's database is encrypted with a key kept in your device's secure storage.
- **Backups are yours.** If you back up your chats, they are encrypted on your phone with a passphrase only you know, and stored in your own Google Drive, OneDrive or iCloud Drive.
- **No advertising, no analytics, no tracking.** The app contains no advertising or analytics code and uses no advertising identifier.

Chat and calls

Your chat identity. When you set up chat, ChatNow creates a cryptographic key pair on your phone. The public half is your address. The private half never leaves your phone unencrypted. You do not need a phone number or an account, and Zinteli keeps no directory of users.

Your profile. The name, the line about yourself, the avatar colour and the email address you choose to share are sent only to your contacts, inside your encrypted conversations.

Your contacts. People become contacts only through invitations, shared as a QR code, a link or an email that you choose to send. An invitation contains your public key, your name, the email address you chose to share (if any), the address of the connection service you use and a secret that lets the recipient introduce themselves. It never contains your messages. You can reset your invitation at any time.

Messages, voice messages, files and calls. These are encrypted on your phone so that only the people in the conversation can read or hear them. They travel by one of two routes:

- **Directly** between the phones, whenever a direct connection can be made.
- **Through a relay**, if it cannot: the connection service or a TURN relay passes on the already encrypted data, and cannot read it.

Messages that cannot be delivered yet wait on your phone, not on a server. Your conversations, their files and your call history are kept only on the phones taking part.

Connection services. To find each other on the internet, phones use a connection service. ChatNow does not come with one. You, or your organisation, choose one under *Settings → Chat & calls*, and its operator is responsible for it. While you are connected, it processes:

- your public key and the address derived from it;
- your device's IP address;
- which of your contacts' addresses it tells you are online;
- the timing and size of the encrypted data it relays.

It does not store messages and cannot read them. If your phone has push wake-ups enabled, it may keep your device's push token so that a contact's phone can wake yours. That push carries no content. If Zinteli ever offers a connection service of its own, this policy will be updated before it is used.

Finding a direct route. To connect directly, your phone asks STUN servers for its public internet address. Unless your connection service names its own, these are servers run by Google and Cloudflare. They see your device's IP address and nothing else.

Typing, read receipts and presence. These are sent only to the people in the conversation, end to end encrypted. You can turn typing indicators and read receipts off in *Settings → Chat & calls*.

Camera, microphone and photos. ChatNow uses the camera and the microphone only for calls, voice messages and photos you choose to take or send, and only after you allow it. What it captures goes only to the people you send it to, end-to-end encrypted.

Deleting. Deleting a message or a chat removes it from your phone. *Delete for everyone* asks the other phones in the conversation to remove it too. Zinteli cannot guarantee they do, and cannot remove anything from anyone's phone.

Chat backup

Chat backup is off until you turn it on. When you do:

- Your chats, contacts, settings and chat identity, and your files unless you exclude them, are packed into one file on your phone.
- The file is encrypted with a key derived from a passphrase you choose.
- It is uploaded to the place you choose:
  - a hidden folder for ChatNow in your Google Drive;
  - ChatNow's app folder in your OneDrive;
  - your iCloud Drive;
  - or a file you save yourself.

For Google Drive and OneDrive you sign in on Google's or Microsoft's own page, and ChatNow can reach only its own folder. Your passphrase is kept in your device's secure storage, so scheduled

backups can run. It is never sent anywhere. Zinteli never receives your backup, and nobody, including Zinteli, can recover a lost passphrase.

Email

Your mail accounts. When you add an account, ChatNow connects directly to that account's mail servers to read and send your mail. If you sign in with Microsoft or Google, you do so on their own page in your device's browser or, for a Google account on an Android device, on Google's own screen provided by Google Play services. ChatNow receives a token that lets it reach your mail, never your password. If you sign in with a password or an app password, it is stored in your device's secure storage and sent only to your mail provider.

Finding your mail servers. For an address at a domain ChatNow does not already know, it tries that domain's usual mail server names to find servers that answer securely. It signs in to nothing, and sends neither your address nor your password, while it does this.

Your mail and people. Messages, folders and attachments you open are kept on your device, in the encrypted database and the app's cache. Remote images are not loaded until you choose to load them. Your *People* list is built from the mail on your device and stays there.

Settings, notifications and diagnostics

- **Settings** are kept on your device.
- **Notifications** are created on your device. No notification service of ours is involved, apart from the content-free wake-ups described above.
- **Error records:** the app records on your device which errors occurred and how often, without message content and without addresses. The record leaves your device only if you send it yourself, from *Settings* → *Help* → *Share diagnostics*. You can turn this recording off in *Settings* → *Privacy*.

Your choices

- **Remove a contact** or **delete a chat** in the app. **Reset your invitation** to stop old links adding new contacts.
- **Turn off** read receipts and typing indicators in *Settings* → *Chat & calls*.
- **Turn chat backup off**, or delete backups, in *Settings* → *Chat backup* and in your cloud storage.
- **Remove a mail account** in its settings: its mail and saved sign-in are deleted from your device.
- **Reset ChatNow** in *Settings*, or **uninstall it**, to delete everything the app stored on your device.

Zinteli holds no personal information about you, so there is nothing for us to give you or delete on request. For information a connection service holds, contact its operator. For your mail, contact your mail provider.

Children

ChatNow is made for businesses and is not directed at children under 13, or under the minimum age in your country.

Changes to this policy

If the app's handling of information changes, this policy is updated before the version that changes it is released, and the date above changes with it. The app asks you to accept a new version before you continue.

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