ChatNow · Zinteli Ltd

ChatNow — Terms of Use

Version 1.0 · Effective 16 November 2026

These terms are an agreement between you and Zinteli Ltd ("Zinteli", "we", "us") about your use of ChatNow, our messaging, calling and email app for Android and iOS ("the app"). Please read them carefully. **They say that Zinteli takes no responsibility for any misuse of the app, and that Zinteli accepts no liability of any kind**, to the fullest extent the law allows.

1. Accepting these terms

By downloading, installing, opening or using the app you accept these terms. When you first open the app, and again whenever these terms change, you are asked to confirm that you accept them before you can continue. If you do not accept them, do not use the app, and uninstall it. If you use the app for an organisation, you confirm that you may accept these terms for it, and "you" includes that organisation.

2. What ChatNow is

ChatNow lets people send each other messages, voice messages and files, and call each other, directly between their phones, end-to-end encrypted. It is also an email client that connects to the email accounts you add.

- **No content service.** Zinteli does not run a messaging or email service and does not store, see, scan, moderate or control what users send each other.
- **Connection services.** Phones find each other through a connection service that you or your organisation choose and operate, under its operator's own terms.
- **Email.** Your email is provided by your email provider, under that provider's terms.
- **Not for emergencies.** ChatNow is not a telephone service and **cannot be used to call emergency services**. Always keep another way to reach them.

3. Your licence to use the app

We grant you a personal, non-exclusive, non-transferable and revocable licence to use the app on devices you own or control, for lawful purposes, in line with these terms and the terms of the app store you obtained it from. You must not copy, modify, sell, sub-license or distribute the app, or reverse-engineer or decompile it, except where the law allows this despite this restriction. The open-source components in the app are used under their own licences, which are listed in the app and which these terms do not override.

4. Your responsibilities

You alone are responsible for how you use the app, for everything you send, share, say or show with it, for the people you invite, and for complying with every law that applies to you. In particular:

- **Lawful use only.** Do not use the app to break the law. That includes sending or storing unlawful content, such as child sexual abuse material, terrorist content or material that infringes someone's rights.
- **No abuse.** Do not use it to harass, threaten, defraud, impersonate, stalk or harm anyone.
- **No spam or malware.** Do not send spam, malware or anything designed to damage or gain unauthorised access to devices, accounts or networks.
- **No unlawful interception.** Do not record calls or share other people's messages without the consent the law requires.
- **Encryption and export laws.** Comply with the laws of your country on encryption and on the export of software.
- **Organisations.** If you operate a connection service, or manage the app for others, you are responsible for your users, your service, its security and its compliance with the law.
- **Your keys.** Keep your device, its screen lock, your invitation links and your backup passphrase secure. Anyone holding your unlocked phone or your passphrase can act as you.
- **Your own copies.** Keep copies of anything important. Your conversations exist only on the phones taking part, and nobody can recover them, or a lost backup passphrase, for you.

5. Misuse

Zinteli takes no responsibility for any misuse of the app, by you or by anyone else.

- **Nothing to moderate.** Because content goes end-to-end encrypted between users' phones, Zinteli cannot see it and cannot moderate, remove, recover, trace or produce it. It is not responsible for any content that users send each other, or for the conduct of any user.
- **Dealing with abuse.** If someone misuses the app against you, block and remove them in the app, and report it to their organisation or to the police.
- **Our options.** We may stop providing the app, or updates, to anyone we believe is misusing it, where we are able to.

6. Other services

The app works with services that Zinteli does not control, including:

- connection services and TURN relays operated by organisations;
- public STUN servers;
- your email providers;
- Microsoft's, Google's and Apple's sign-in, cloud storage and push services;
- Google Play services;
- the Apple App Store and Google Play.

We are not responsible for those services, for their availability or security, or for anything they do with your information. Your use of them is governed by their own terms and policies.

7. No warranty

The app is free, and it is provided "as is" and "as available". To the fullest extent permitted by law, Zinteli gives no warranty, representation or guarantee of any kind, whether express or implied. In particular, it gives none that:

- the app will meet your requirements;
- it will be available, uninterrupted, secure or free of errors or harmful code;
- its encryption will resist every attack;
- any message, file, call, backup or email will be sent, delivered, received, connected, stored, kept or restored.

8. No liability

You use the app entirely at your own risk. To the fullest extent permitted by law, Zinteli and its directors, employees, contractors and suppliers accept no liability whatsoever, and no responsibility of any kind, whether in contract, tort (including negligence), breach of statutory duty or otherwise. This covers any loss or damage of any kind arising out of or in connection with:

- the app, its use or misuse, or your inability to use it;
- any content or conduct of any user;
- any connection service or other service;
- these terms.

This includes, without limitation:

- **Lost data:** any loss or corruption of messages, calls, files, contacts, keys, backups, email or other data, including any that cannot be recovered because a device, invitation or passphrase was lost.
- **Delivery failures:** any message, call or email that is not sent, delivered, connected or received, or that reaches the wrong person.
- **Unauthorised access:** any unauthorised access to your device, your conversations or your accounts.
- **Misuse:** any misuse of the app, by you or by anyone else, and any content that anyone sends with it.
- **Business and other losses:** any loss of profit, revenue, business, contracts, opportunity, goodwill or reputation, and any direct, indirect, special or consequential loss, even if we had been told that it was possible.

By using the app you accept this exclusion of liability.

9. Indemnity for business users

If you use the app in the course of a business, trade or profession, or for an organisation, you will indemnify Zinteli against any claim, loss, damage, fine or cost, including reasonable legal costs, that arises from:

- your use or misuse of the app;
- content that you or your users send;
- a connection service you operate;
- your breach of these terms or of the law.

10. What these terms do not exclude

Nothing in these terms excludes or limits any liability that cannot be excluded or limited by law, including:

- liability for death or personal injury caused by negligence;
- liability for fraud or fraudulent misrepresentation;
- any right you have as a consumer that the law of the country where you live does not allow to be waived.

Where the law does not allow a part of sections 7 to 9 to apply in full, that part applies to the fullest extent the law allows.

11. Changes, and ending your use

We may change the app, or stop offering it, at any time. We may update these terms. A new version takes effect when it ships in an update of the app, and the app asks you to accept it before you continue. You may stop using the app at any time by uninstalling it. Sections 4, 5 and 7 to 13 continue to apply after you stop using the app.

12. App stores

These terms are between you and Zinteli only. Apple and Google are not parties to them. They are not responsible for the app or its content, for maintaining or supporting it, or for any claim relating to it. If you obtained the app from the Apple App Store, Apple's Licensed Application End User License Agreement also applies to your use of it, and Apple and its subsidiaries are third-party beneficiaries of these terms who may enforce them against you. Where these terms conflict with the minimum terms your app store requires, the store's terms apply to that extent.

13. General

If any part of these terms is found to be unenforceable, the rest of them still applies. If we do not enforce any part of these terms straight away, we may still enforce it later. These terms are governed by the law of England and Wales, and the courts of England and Wales have non-exclusive jurisdiction over any dispute about them. If you live elsewhere, you keep the protection of any mandatory law of the country where you live.

14. Contact

Zinteli Ltd · info@zinteli.com · zinteli.com/contact?product=chatnow