ChatBuddy privacy statement

Last updated: 5 November 2026

Who is responsible

Extchange B.V., Kienhuislanden 12, 7542 WL Enschede (Chamber of Commerce no. 98317024) is the controller for ChatBuddy. Questions or requests: info@deepseek.ai.

What we process

- On WhatsApp: your phone number and profile name. On Telegram: your Telegram user ID, first name and language, and your phone number only if you share it to claim your waitlist month.
- Your messages: text, voice notes (converted to text), photos, documents and locations you share.
- What the assistant remembers about you: profile details and short notes, only facts you shared yourself.
- Your lists, reminders and settings.
- Subscription details: plan, status and your Stripe customer number. Card and bank details stay with Stripe.
- Usage per day (number of messages, searches, costs), to apply limits and prevent abuse.
- Whether you joined through an invitation (to give both of you the reward; we share nothing about you with the person who invited you), and your rating or feedback about the service.

Why and on what basis

- To provide the service you asked for (performance of the agreement).
- Limits, security and preventing abuse (legitimate interest).
- Sensitive topics such as health, religion or political views are only remembered with your explicit consent, which you can withdraw at any time.
- If you were on our waitlist and agreed to receive updates, we invite you via WhatsApp once (consent). You can unsubscribe with the button in that message.
- If you ask for a morning message, we send you a short message every morning with the weather, your reminders and your lists for that day (at your request). You can switch it off at any time.

Who else processes data

- Meta (WhatsApp Business Platform): sending and receiving messages on WhatsApp.
- Telegram: sending and receiving messages on Telegram, and Stars payments. Telegram processes data partly outside the EU.
- Supabase: storage of your data in the EU (Frankfurt).
- Providers of AI models: generating replies. We only use providers that do not store your data or use it for training, and no providers in China.
- ElevenLabs: converting voice notes to text and replies to speech.
- Stripe: payments.
- Open-Meteo: weather forecasts (only a place name or coordinates).

Some of these companies are located in the United States. Transfers are covered by the EU-US Data Privacy Framework or the EU standard contractual clauses.

How long we keep data

- Messages: at most 365 days.
- What the assistant remembers, lists and reminders: until you delete them or your account.
- Data downloads: 2 days.
- Payment records: 7 years, because tax law requires it.

Your rights

You can view, download, correct and delete your data, and object to processing. In the chat: ask "what do you know about me?", "send me my data", "forget ..." or "delete my account". You can also email info@deepseek.ai. You have the right to file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

What we do not do

We do not sell your data, we do not use your conversations to train AI models and we do not make automated decisions with legal effects about you.