ChatBuddy terms of use

Last updated: 5 November 2026

1. Who we are

ChatBuddy is provided by Extchange B.V., Kienhuislanden 12, 7542 WL Enschede (Chamber of Commerce no. 98317024). Contact: info@deepseek.ai.

2. What the service is

ChatBuddy is a personal AI assistant in WhatsApp. Its replies are written by artificial intelligence (DeepSeek language models), not by people. Replies can be incomplete or wrong. ChatBuddy does not replace a doctor, lawyer, financial adviser or other professional.

3. Who may use it

You must be 16 or older. The service is available for phone numbers from the countries we support on WhatsApp. ChatBuddy is an independent service and is not affiliated with DeepSeek, OpenAI or Meta.

4. Free and paid plans

- Free: with daily and monthly limits.
- Plus: €4.99 per month. Max: €14.99 per month. Prices include VAT.
- Paid plans renew every month and can be cancelled at any time, effective at the end of the current month, via the management link the assistant sends you.
- Payments are handled by Stripe. We never see or store your card or bank details.
- People from our waitlist get the first month of Plus free, once per phone number. It starts automatically and ends by itself: you do not enter payment details and pay nothing. Afterwards you continue on Free, unless you choose Plus yourself.
- You have a 14-day right of withdrawal. If you withdraw within that period, you only pay for the days you used the paid features.
- Invite friends with your personal link: for every friend who starts using ChatBuddy, you both get 7 days of Plus for free, for up to 10 friends and once per phone number. The reward lapses in case of abuse.

5. Fair use

Paid plans have generous fair-use limits. We may limit or block use that is abusive, automated, illegal, harmful to others or that strains the service, such as spam or attempts to misuse the assistant.

6. Your content

What you send remains yours. We only use it to provide the service to you; we do not use your conversations to train AI models. You may use texts and images the assistant makes for you, but we cannot guarantee they are free of third-party rights.

7. Availability and changes

We do our best to keep the service running, but cannot guarantee it is always available. WhatsApp (Meta) can also limit the service. We may change or end the service; if we end a paid plan early, you get a refund for the remaining period. We announce material changes to these terms in WhatsApp at least 30 days in advance.

8. Liability

Our liability is limited to the amount you paid us in the three months before the event, except in case of intent or gross negligence. We are not liable for decisions you make based on the assistant's replies.

9. Stopping

You can stop at any time. Send "delete my account" to ChatBuddy to delete everything. Cancel a paid plan first via the management link.

10. Law

Dutch law applies. Disputes go to the competent court in the Netherlands. As a consumer you keep the protection of the mandatory law of the country where you live.