

ChatPlus Privacy Policy

Effective Date: August 27, 2025

Last Updated: August 27, 2025

1. Introduction

This Privacy Policy explains how ChatPlus ("we", "us", or "our") collects, uses, and protects your personal information when you use our website and services. By using ChatPlus, you agree to the practices described in this policy.

2. Data Controller

The data controller responsible for your personal information is:

AppTao Pte. Ltd.

Registration number (UEN): 202315245N

Address: 68 Circular Road #02-01, 049422, Singapore

Privacy Contact: Jamie Thorn

Email: privacy@chatplus.com

3. Information We Collect

- Account information (e.g., name, email, login credentials)
- Usage data (e.g., chat inputs/outputs, activity logs)
- Device and browser data (e.g., IP address, operating system, language)
- Payment and billing information (processed by third-party providers)
- Cookies and tracking technologies (see section 6)

4. How We Use Your Information

- Provide and improve our services
- Personalize user experience
- Process payments and subscriptions

- Communicate with you (e.g., support, updates)
- Ensure compliance with our Terms and policies
- Meet legal obligations

5. Legal Basis for Processing (GDPR)

- Your consent
- Performance of a contract
- Compliance with a legal obligation
- Legitimate interests (e.g., service improvement, fraud prevention)

6. Cookies and Tracking

We use cookies to:

- Enable essential website functions
- Analyze traffic and usage (via tools like Google Analytics)
- Store user preferences
- Improve performance and user experience

You can control cookies through your browser settings or opt out of certain tracking through cookie banners when visiting our site.

7. Sharing Your Information

- Trusted third-party service providers (e.g., payment processors, analytics tools)
- Legal authorities when required by law
- Affiliates and subsidiaries under our control
- Buyers or investors in the event of a business transfer

8. Data Retention

We retain personal information for as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce our agreements. When no longer needed, data will be deleted or anonymized.

9. Your Rights

- Access your personal data

- Correct inaccurate data
- Request deletion ("right to be forgotten")
- Object to or restrict certain processing
- Receive a copy of your data in a portable format
- Withdraw consent at any time

To exercise these rights, contact us at privacy@chatplus.com.

10. Data Security

We implement technical and organizational measures to protect your personal information from unauthorized access, disclosure, or destruction. Despite our efforts, no system is 100% secure.

11. International Data Transfers

As a global service, your data may be processed in countries outside of your own. We ensure such transfers comply with applicable laws and offer adequate protection, such as Standard Contractual Clauses (SCCs) where applicable.

12. Children's Privacy

ChatPlus is not intended for children under 16 years of age. We do not knowingly collect personal data from minors. If you believe we have inadvertently collected such data, contact us for immediate deletion.

13. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of significant changes by posting an update on our website or contacting you directly where appropriate.

14. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact:

Jamie Thorn
Email: privacy@chatplus.com

AppTao Pte. Ltd., 68 Circular Road #02-01, Singapore 049422

15. Data Subject Requests

You may exercise your data rights, including access, correction, deletion, restriction, or portability, by contacting us at privacy@chatplus.com. We may require identity verification before fulfilling your request. We aim to respond within 30 days in accordance with applicable data protection laws.

16. Use of Analytics and Tracking Tools

We use third-party tools such as Google Analytics and Sentry to understand how users interact with our platform and to improve performance and stability. These tools may use cookies and collect anonymized data such as pages visited, time spent on the site, and technical errors.

17. Payment Information

All payments are securely processed by Stripe. ChatPlus does not store or process your full payment card information. For more details, refer to Stripe's own privacy policy at stripe.com.

18. Automated Decision-Making and AI Outputs

ChatPlus uses automated systems to generate responses based on your inputs. These AI-generated Outputs are not reviewed by humans and may not be accurate, complete, or suitable for use as legal, medical, or financial advice. Please use your own judgment and verify important information independently.

19. Your Right to File a Complaint

If you believe your rights under applicable data protection laws have been violated, you have the right to file a complaint with your local data protection authority. We encourage you to contact us first so we can address your concerns directly.

Company Information:

AppTao Pte. Ltd.

UEN: 202315245N

Address: 68 Circular Road #02-01, 049422, Singapore

Email: privacy@chatplus.com

Legal representative: Jamie Thorn