

Chaa Privacy Policy

Effective: Sept. 19, 2025

This Privacy Policy describes how Chaa, LLC handles personal information collected when you use Chaa's products and services ("Services"), including what personal information we collect, how we use it, who we share it with, how long we retain it, and what rights you have.

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1. Information We Collect

When you use the Services, we collect information that you provide us or that we collect based on your use of the Services. This includes:

- **Account Information.** When you create an account or use our services, we may ask you to provide information about yourself, including your name and email address.
- **Prompts and Other User Inputs.** When you interact with our Services, we collect the prompts or other user inputs, including images or voice prompts, that you provide as part of those interactions.
- **Usage Data.** We may automatically collect information about your use of the Services, such as your frequency of usage and method of engagement with the Services.
- **Device and Browser Information.** When you use our Services, we may collect information about the device or browser that you are using to access the Services, such as a device identifier, Internet Protocol address ("IP Address"), browser type and settings, the date and time of your request, and how you interacted with the site.
- **Payment Information.** If you choose to subscribe to our paid Services, we use Apple In-App Purchases to collect and process payment information. While Apple will ask you for payment details, Chaa does not collect, store, or have access to your full payment card details. Chaa may receive a confirmation from Apple or other metadata associated with your purchase.
- **Information from Connected Services.** If you choose to connect a third party service, such as Google Calendar, ("Connected Services") with Chaa Services, we may receive information from that third party service ("Connected Information"). For example, if you connect to Google Calendar, we may receive information about your calendar events.

Providers of Connected Services may impose additional requirements on how we can access and use Connected Information (e.g. [Google Workspace API user data and developer policy](#)), and we comply with those requirements to the extent they apply to our usage of the Connected Services.

2. How We Use Your Information

We use the information we collect in the following ways:

- To provide, develop, improve, maintain, and protect our Services.
- To register your account and verify your eligibility for paid Services.
- To send you communications, including messages about your account, changes to the Services, and updates to our terms and policies.
- To prevent fraud or other unauthorized or illegal activity.
- To comply with legal obligations and legal process.

3. How We Disclose Your Information

We may disclose information we collect in the following ways:

- Vendors and Service Providers. We may provide information to service providers and other third parties we use to process information on our behalf based on our instruction and for the purposes described in this Privacy Policy, including providers of services relating to artificial intelligence, cloud computing, analytics, security, or user support.
- Sale, Acquisition, or Transfer of Assets. We may disclose information if we are evaluating and/or engaging in a merger, acquisition, reorganization, bankruptcy, or similar transaction or proceeding that involves the transfer of the information described in this Policy.
- Law enforcement, governmental, or non-governmental organizations. If we believe that disclosure is reasonably necessary to comply with a law, regulation, or legal request; to protect the safety, rights or property of the public, any person, or Chaai; or to detect, prevent, or otherwise address illegal conduct, fraud, security, or technical issues, we may disclose personal information to law enforcement agencies, other governmental agencies, or private parties as needed.
- Affiliates. We may disclose personal information to our affiliates, meaning an entity that controls, is controlled by, or is under common control with Chaai. Our affiliates may use personal information we disclose in a manner consistent with this Privacy Policy.

4. Data Retention

We'll keep your information only as long as we need it to provide the Services to you for the purposes we describe here, or if we need to keep it to exercise our legal rights or comply with our legal obligations. When we no longer need it, we'll either remove the information from our systems or depersonalize it so that we can't identify you.

5. Your Legal Rights

Some laws, like those of certain U.S. States and of the EEA, UK, and Switzerland, give you legal rights which may include any of the following:

- Right of access to your personal data
- Right to rectify your personal data if it is incorrect
- Right to erase your personal data
- Right to limit the processing of your personal data
- Right to the portability of your personal data
- Right to object to the processing of your personal data
- Right to withdraw consent

You can exercise any of these rights by emailing team@getcha.ai. Chaai does not discriminate against users for exercising these rights.

6. International Transfer

Chaai is based in the United States, and may process and store information on servers located in the United States. As a result, your information will likely be transferred and processed in the United States. By accessing or otherwise using our Services, you acknowledge that your information will be collected, processed, transferred, and stored in the U.S., where different data protection standards may apply and/or you may not have the same rights as you do under local law.

7. Information for EEA, UK, and Swiss Residents

Bases of Processing

This section only applies to users in the EEA, UK, or Switzerland. Under applicable data protection laws like the GDPR, companies must have a legal basis to process your personal data for the purposes we describe in this privacy policy. We rely on the following legal bases as identified below:

- Contractual Necessity: for providing you with the Service, and communicating with you regarding the Services
- Legitimate Interests: for developing, improving, maintaining, and protecting the Service; preventing fraud or other unauthorized or illegal activity; and contacting you for marketing purposes.
- Legal Obligation: to comply with our legal obligations and valid legal process.

8. Children's Privacy

You are not allowed to use the Services if you are under the age of 13, or under the age at which you can legally consent to the processing of your personal data in your country.

9. Security

We take reasonable steps to maintain the security of the information that we collect. However, no data transmission over the Internet can be guaranteed to be completely secure. Accordingly, we cannot ensure or warrant the security of any information that you transmit to us.

10. Contact

For any questions or concerns related to the Privacy Policy or your information, contact us at team@getcha.ai.

11. Revisions

We may change this Policy from time to time. If we do, we'll post any changes on this page. We will provide a more prominent notice or get your consent where required by law.