

# LiveChat Terms of Service

Effective Date: January 7, 2026

These Terms of Service ("Terms") govern your access to and use of the LiveChat mobile application and any related services (the "Service") provided by Eduardo Santos ("we", "us", or "our"). By downloading, accessing, or using the Service, you agree to be bound by these Terms. If you do not agree, do not use the Service.

## 1. Acceptance of Terms

By using the Service, you confirm that you have read, understood, and agree to these Terms and to the LiveChat Privacy Policy. The Privacy Policy describes how we collect, use, and share information and is incorporated into these Terms by reference.

## 2. Eligibility

You must be at least 13 years old to use the Service. If you are under the age of 18, you represent that you have permission from a parent or legal guardian.

## 3. Account Registration and Security

To use certain features, you may need to create an account and provide information such as a phone number, display name, and optional email address. You are responsible for maintaining the confidentiality of your account and for all activity that occurs under your account. Notify us immediately of any unauthorized use.

## 4. Service Description and Availability

LiveChat is an open source chat application that enables real-time messaging and media sharing. We may update, change, suspend, or discontinue any part of the Service at any time without notice. We do not guarantee that the Service will always be available, secure, or error-free.

## 5. User Content and Communications

The Service allows you to create, send, and store content such as messages, attachments, and audio recordings ("User Content"). You retain ownership of your User Content. By using the Service, you grant us a limited, worldwide, non-exclusive, royalty-free license to host, store, process, and transmit

your

User Content solely for the purpose of operating and improving the Service. You are responsible for your User Content and for ensuring that you have all rights and permissions needed to share it.

## 6. Permissions and Device Access

To support features such as media sharing, the app may request access to your camera, photo library, microphone, or contacts. Granting these permissions is optional, and you can manage them in your device settings. You are responsible for any charges from your mobile carrier related to your use of the Service.

## 7. Acceptable Use

You agree not to use the Service to:

- violate any law or regulation;
- infringe or violate the rights of others, including privacy or IP rights;
- send spam, malware, or other harmful content;
- harass, threaten, or abuse others;
- attempt to gain unauthorized access to systems or data; or
- interfere with or disrupt the Service.

We may remove content or suspend accounts that violate these Terms.

## 8. Third-Party Services

The Service relies on third-party services such as Google Play Services, Firebase Authentication, Firebase Firestore, Firebase Cloud Functions, Firebase Cloud Storage, and Google Analytics for Firebase. Your use of these services is subject to their terms and policies, and we are not responsible for third-party services.

## 9. Open Source and License

The Service is open source. Any access to source code is governed by the applicable open source license. You agree to comply with the terms of any license that applies to the source code or related components.

## 10. Privacy

Our Privacy Policy explains how we collect and use information. By using the Service, you agree to our collection and use of information as described in that policy.

## 11. Termination

You may stop using the Service at any time. We may suspend or terminate access

if we believe you violated these Terms or if necessary to protect the Service or other users. Upon termination, these Terms will continue to apply to any provisions that by their nature should survive.

#### 12. Disclaimer of Warranties

The Service is provided "as is" and "as available" without warranties of any kind, whether express or implied. We disclaim all warranties including merchantability, fitness for a particular purpose, and non-infringement.

#### 13. Limitation of Liability

To the fullest extent permitted by law, we are not liable for any indirect, incidental, special, consequential, or punitive damages, or any loss of data, profits, or revenues, arising from your use of the Service.

#### 14. Indemnification

You agree to indemnify and hold us harmless from any claims, damages, losses, and expenses (including reasonable attorneys' fees) arising out of or related to your use of the Service or your violation of these Terms.

#### 15. Changes to These Terms

We may update these Terms from time to time. We will notify you by posting the updated Terms within the Service or on our website. Continued use of the Service after changes become effective means you accept the revised Terms.

#### 16. Contact

If you have questions about these Terms, contact us at:  
Email: [eduardofelipi@gmail.com](mailto:eduardofelipi@gmail.com)