

Chatix

Privacy Policy

This Privacy Policy explains how Chatix collects, uses, stores, and shares information when you use the Chatix mobile application.

1. Information We Collect

Account information: when you sign in with Apple, Google, Yandex, VK, or another supported provider, we receive account identifiers and basic profile information such as email address and display name when the provider makes it available.

Usage and entitlement information: we process subscription status, credit balances, purchase identifiers, transaction metadata, restore events, and fraud-prevention signals needed to operate paid features and comply with app store requirements.

Content you submit: prompts, selected model settings, text-based file contents, image attachments, reference images, audio recordings, web search queries, and generated-image prompts may be processed when you use AI, voice, image, attachment, or web search features.

Device and diagnostic information: we may process app version, platform, device state, error messages, logs, network status, and similar technical data to keep the app secure and reliable.

2. Local-First Chat Storage

Chatix stores conversation history, messages, and generated image history primarily on your device using local SQLite storage. That local data may be included in iCloud, Google backup, device transfer, or other operating-system backups depending on your device settings. Chatix does not operate a server-side chat-history sync feature for normal chat history.

3. How We Use Information

We use information to authenticate users, provide AI chat and generation features, process voice input and output, run web search when enabled, verify purchases, enforce usage limits, restore subscriptions, prevent abuse, respond to support requests, improve reliability, and comply with legal and app store obligations.

4. AI and Third-Party Processing

To provide Chatix features, your prompts, attachments, audio, generated-image requests, and related context may be sent to third-party service providers, including AI model providers, speech-to-text and text-to-speech providers, image generation providers, web search providers, Supabase, and app stores. These providers process data according to their own terms and privacy policies. Do not submit information that you do not want processed by these providers.

5. Voice, Images, Files, and Web Search

Voice recordings are sent for speech-to-text processing when you use voice features. Text may be sent for text-to-speech playback. Images and reference images may be sent for vision or image generation features. Supported text files may be read on device and their extracted text may be included in the AI prompt. When web search is enabled, your query may be sent to a search provider and the results may be included as AI context.

6. Purchases and App Stores

Purchases are handled by Apple App Store, Google Play, RuStore, or another supported store. We receive and store purchase and transaction information needed to verify entitlements, prevent duplicate grants, process restores, and provide support. Payment card details are handled by the store, not by Chatix. For RuStore, Chatix does not pass your email address to the RuStore purchase SDK; it uses account identifiers needed to verify ownership.

7. Sharing

We do not sell your personal information. We share information only as needed to provide the service, including with authentication providers, Supabase, AI and search providers, app stores, infrastructure providers, support and security providers, or when required by law, legal process, fraud prevention, or protection of rights and safety.

8. Retention

Local chat data remains on your device until you delete it, delete the app, clear device storage, or your operating system removes it. Server-side account, profile, entitlement, credit, and transaction records are kept while your account is active and for as long as needed for legal, security, fraud-prevention, accounting, tax, app store, and dispute-resolution purposes.

9. Account Deletion

You can request account deletion from Settings. Account deletion removes the server-side Chatix account and associated server-side data controlled by Chatix, subject to records we must retain. It may not delete local device data, operating-system backups, app store records, or data already processed by third-party providers under their own retention rules.

10. Security

We use reasonable technical and organizational measures to protect information, including Supabase authentication, access controls, and platform security features. No system is perfectly secure, and we cannot guarantee absolute security.

11. Children

Chatix is not intended for children under 13 or for users below the minimum digital-consent age in their country. If you believe a child has provided personal information through Chatix, contact us so we can review and respond.

12. International Processing

Chatix and its providers may process information in countries other than your country of residence. Data protection laws may differ from those in your location.

13. Your Choices and Rights

Depending on your location, you may have rights to access, correct, delete, export, restrict, or object to certain processing of personal information. You can also sign out, delete local chats, manage app permissions, manage subscriptions through the app store, and delete your account from Settings.

14. Changes to This Policy

We may update this Privacy Policy from time to time. The updated version will be posted in the app or on our website with a new "Last updated" date.

15. Contact

Questions or privacy requests can be sent to support@chatixapp.com.

Last updated: June 28, 2026