Terms of Use

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What changed in version 2. Freeza now has a paid plan, **Freeza Plus**. Using Freeza on your own device stays free and needs no account. Version 2 adds section 12 (Freeza Plus: price, trial, renewal, what happens when it ends), a limit of 10 people per shared freezer (section 5), and rules for retaining data after a subscription ends and for inactive accounts (sections 8 and 11). Everything else was only touched where these changes required it.

1. Who we are and what these terms cover

Freeza is operated by Daniel Hopp, Karl-Kunger-Str. 65, 12435 Berlin, Germany, email: hi@freeza.app (more in the Legal Notice). "We" in these terms means him.

These terms govern your use of Freeza — the Freeza app for iPhone and iPad (iOS), the web app at freeza.app and any future apps for other platforms (together "Freeza"). Terms set by users do not apply. The iOS app itself is licensed to you under Apple's Standard End User License Agreement, which applies between you and us as the app provider; your use of the Freeza service is governed by these terms.

With or without an account. You can use Freeza on your device without an account (section 2). In that case only the app licence applies and no account contract with us comes into being — but please still read section 2, because what Freeza is and isn't applies to you too. These terms become a contract between you and us the moment you create an account (section 3).

How we handle your data is explained in the Privacy Policy. It is there to inform you and is not part of these terms; you don't have to agree to it.

2. What Freeza is

Freeza is a photo inventory for freezers: you take a picture of what goes in, and Freeza shows you how long it has been there. You can

- create freezers and add, move and delete items (photo, date frozen, optionally a note and a date by which you want to use it up),

- arrange items in compartments and set reminders for things you want to use up,
- restore deleted content from the trash for 30 days,
- export all your data at any time.

Free on your device. Everything above works without an account and without a subscription for up to two appliances (freezer, fridge or combination). Your data then stays on your device — nothing is sent to us, so there is nothing for us to store, see or delete. There are no ads and no tracking.

Freeza Plus is our paid plan. It adds everything that needs our servers: syncing across your devices, sharing freezers with other people, the web app, and up to 10 freezers of your own. Price, trial and what happens when it ends are in section 12.

Limits. To keep the service stable for everyone, technical limits apply: currently up to 10 freezers of your own with Freeza Plus (without Plus you can create two; freezers you already have stay usable, section 12), up to 250 items and up to 16 compartments per freezer, up to 20 MB per photo and up to 10 people per shared freezer, including its owner. You can join any number of freezers shared by others. "Owner" means the person who created the freezer in Freeza. The iOS version the app requires is shown in the App Store; the web app works in current versions of the common browsers.

Freeza does not tell you whether food is still safe to eat. The age of an item and a date by which you want to use it up are reminders, not statements about how long food keeps or whether it is safe. Freeza does not know the temperature of your freezer. You are responsible for storing food correctly (–18 °C or colder), for thawing it, and for judging whether it is still fit to eat; the information on the packaging comes first.

3. Account and conclusion of the contract

When you need an account. You need an account to use Freeza Plus (section 12), to join a freezer someone shares with you, and to use the web app. An account needs nothing but an email address — no password. Joining a shared freezer is free, on your phone and in the web app alike: the owner's Plus covers it. Plus is only needed for freezers of your own that you want to sync, share or open on the web. A free account costs you nothing — neither money nor your data: we use your personal data only to provide Freeza and to meet our legal obligations (see the Privacy Policy).

Sign-up. The contract is concluded like this:

1. On the sign-in screen you enter your email address and confirm that you accept these terms. If you have just subscribed to Freeza Plus, this is the step where you tell us which email address your subscription belongs to.

2. Before tapping "Sign in" you can check and correct your email address in the input field. If you made a typo, no link will arrive — you can start over at any time via "Different email?".
3. By tapping "Sign in" you ask us for an account. We immediately confirm receipt with an email containing a sign-in link and a code.
4. As soon as you open the link or enter the code, we create your account. **This concludes the contract.**

The contract languages are German and English; you can accept these terms in either language, and if the two versions differ, the German one prevails. We store which version of these terms you accepted and when. Every version remains available at its own address (this one: freeza.app/terms/v2), where you can view it and save or print it as a PDF at any time. We have not subscribed to any code of conduct.

Minimum age. Freeza is intended for people aged 16 and over. If you are under 18, you need the consent of your legal representatives to enter into the contract.

Private use only? Freeza is made for households. You may also use it professionally (say, in a small café); these terms then apply in the same way. Mandatory consumer-protection rules apply only where you act as a consumer, and the place of jurisdiction in section 15 applies only to the persons listed there. Freeza is not designed for personal data of other people, such as customers or employees; if you use it professionally, please don't upload any.

One account per person. Keep your email address up to date and protect access to it — whoever controls your mailbox can sign in to Freeza as you. Let us know if you suspect misuse of your account. You stay signed in on your devices for up to 12 months; in Settings you can sign out any device individually.

4. Your content

It's yours. Photos and notes you upload remain yours. You only grant us the right to store them, process them technically (resize, create thumbnails, remove metadata) and display them to you and the members of the freezer concerned — only as long as and to the extent this is necessary to run Freeza. We do not routinely look at your photos, do not analyse them, sell them or use them to train AI; only where necessary to handle a specific report (section 7) or to fix a fault, and where the law allows it, may we access the content concerned. Content that only lives on your device never reaches us at all.

You're responsible for it. Only upload content you are allowed to upload. Freeza is meant for food — please don't photograph people. If someone does appear in a photo, it is up to you to make sure that's okay.

Metadata. When you upload a photo we remove all its metadata (e.g. GPS location and device data) and do not keep the original. Our servers and photo storage are in Germany.

Details in the Privacy Policy.

5. Sharing freezers

Sharing needs Freeza Plus — for the owner only. The people you invite need an account but no subscription. A shared freezer can have up to 10 members, including you as its owner; once it is full, further invite links stop working until someone leaves.

When you share a freezer, all members see all items in it, the activity log (who did what, on which device, when) and the names of the other members (the display name or, without one, the part of the email address before the @). All members can add, edit, move and delete items.

- **Invite links work like a house key:** anyone who has the link can join. Only give it to people you want to have access. You can revoke links and remove members at any time.
- Members can leave a shared freezer at any time.
- Only the owner can delete it. **If the owner deletes the freezer or their account, the freezer is gone for all members** (from our servers immediately on account deletion, otherwise after 30 days in the trash; members' devices remove their copy the next time they connect). If you can't do without it, export your data first. Copies that members have already exported are theirs; we cannot recall them.
- Items you add to someone else's freezer belong to that freezer: they stay there if you leave or delete your account, no longer linked to you.
- **If the owner's Plus ends,** the freezer is not deleted. Members can still read it for 30 days and then keep a read-only copy on their device, which they can export or remove. Details in section 12.

6. What's not allowed

Please don't use Freeza to

- store or share illegal content (e.g. depictions of violence or abuse, content that infringes the rights of others),
- store or share pornographic or sexually explicit content,
- photograph people without their consent and share the pictures,
- use Freeza as a general photo or file storage unrelated to freezers,
- disrupt or overload the service or circumvent security measures (e.g. automated mass sign-ups, scraping, attacks),
- access accounts or freezers you have not been invited to.

7. Reports and how we deal with violations

We don't monitor content on our own initiative. There is no automated content screening and no algorithmic moderation. We only act when we receive a notice or otherwise learn of a specific violation.

Reporting illegal or prohibited content. Anyone — including people without an account — can report content they believe to be illegal or in violation of section 6: by email to **abuse@freeza.app**. Please tell us as precisely as possible where the content is (e.g. the invite link and a description of the item), why you consider it illegal or prohibited, your name and email address (except for reports of child sexual abuse material), and that your information is accurate and complete to the best of your knowledge. We confirm receipt, review the notice carefully, decide without automation and tell you the outcome and how you can challenge it.

What we can do. If content violates the law or section 6, we may — in a graduated and proportionate way — block or delete the content, deactivate an invite link or, in serious or repeated cases, suspend your account or terminate the contract (section 11). In doing so we take into account the interests of everyone involved and your fundamental rights, such as freedom of expression. We will send you a statement of reasons by email — the facts we relied on, the legal or contractual basis, what we did and for how long — and you can reply if you think the decision is wrong; we will then look at it again. You can always go to court.

If we suspect a criminal offence threatening someone's life or safety, we inform the competent authorities.

Point of contact. Our single point of contact for users and for authorities (Articles 11 and 12 of the Digital Services Act) is **hi@freeza.app**. We answer in German and English — a human, not a bot.

8. Data, trash, export, deletion

- **Trash:** Deleted items and freezers stay in the trash for 30 days and can be restored. After that they are permanently deleted, including the photos.
- **Export:** In Settings you can export all your data at any time (a ZIP with your photos and your inventory data as JSON; other people's data only to the extent you can see it in Freeza anyway). For freezers on our servers we email you the download link; it is valid for 24 hours. Freezers that live only on your device are exported on the device itself.
- **Deleting your account:** You can delete your account yourself in Settings at any time. Your account, devices, subscription record, all freezers you created on our servers (with all items and photos) and your memberships are then deleted **immediately and permanently**; items you added to other people's freezers stay there, no longer linked to you. There is no trash for

this. Freezers that live only on your device stay on your device. Our database backups may still contain deleted data for up to six months; we use them only to restore the service after a failure.

- **After your Plus ends:** we keep the freezers you created on our servers so that everything is back if you re-subscribe — including your shared freezers, without re-inviting anyone. We delete them when you delete them or your account, or under the rule for inactive accounts below. Your copy on your device is unaffected (section 12).
- **Inactive accounts:** if you have no Plus subscription, are not a member of a freezer someone else shares with you, and have not used Freeza with your account for 12 months, we terminate the contract under section 11 with two months' notice by email and then delete the account, together with the freezers you created on our servers (with their items, photos and the memberships of the people you shared them with). Using Freeza with your account once within that time is enough to keep it.

Freeza is not a backup. We back up our database regularly, but losing your data — up to losing all your items and photos, for example through a technical fault — can never be ruled out entirely. Photos are not backed up separately. Data that lives only on your device is protected only by your own device backup (e.g. iCloud Backup). If your content matters to you, keep your own copy or use the export regularly.

9. Availability and further development

Availability. Freeza is run by one person. We owe you the features described in these terms and, with Freeza Plus, the features of section 12 — but we do not promise any particular uptime percentage. Maintenance, updates and outages can cause interruptions; where possible we announce major planned maintenance in advance. Your statutory rights if Freeza Plus is defective remain unaffected.

Freeza keeps evolving. We keep Freeza technically up to date and secure and provide the updates the law requires, including security updates. Beyond that we may improve and change Freeza — for a valid reason, such as new legal requirements, a necessary change to our technical infrastructure, or making the service better — and never at an extra cost to you. Changes that impair your use more than insignificantly (e.g. removing a feature you use) will be announced to you by email — or, if you use Freeza without an account, in the app — at least 30 days in advance, with an explanation of what changes, when, and what you can do. If you don't agree, you can delete your account; with a running Plus subscription you can, where the law provides for it, end the contract free of charge within 30 days of the change, and cancel the subscription with Apple so that it does not renew.

Discontinuation. Should we ever shut Freeza down entirely, we will tell you by email — or, if you use Freeza without an account, in the app — at least 3 months in advance so you can

export your data at leisure. Your rights regarding a Plus period you have already paid for but can no longer use remain unaffected; App Store payments are handled by Apple (section 12).

10. Liability

In the following cases the law does not allow liability to be limited. We are therefore liable without limitation

- for intent and gross negligence,
- for damage resulting from injury to life, body or health,
- under the German Product Liability Act, and
- where we have given a guarantee.

For slight negligence we are liable only if we breach an essential contractual obligation — an obligation whose fulfilment makes using Freeza possible in the first place and on whose observance you may regularly rely (e.g. not disclosing your content to unauthorised persons). In that case our liability is limited to the damage that was foreseeable and typical at the time the contract was concluded. Otherwise, liability for slight negligence is excluded.

Data loss. Please export content that matters to you regularly, where that is reasonably possible (section 8). If data is lost, our liability follows the rules above; any contributory fault on your part is taken into account under the statutory rules.

These rules also apply in favour of people working for us. Claims under the General Data Protection Regulation remain unaffected.

11. Term and termination

The contract for your account runs for an indefinite period. Your Freeza Plus subscription has its own term and is cancelled with Apple (section 12).

- **You** can terminate at any time without notice by deleting your account in Settings or by emailing hi@freeza.app. Deleting your account does not cancel a running Plus subscription — cancel that with Apple, otherwise it renews.
- **We** can terminate with 2 months' notice by email. We will only do so for an objective reason, in particular if your account has been inactive as described in section 8. We will not terminate an account with a running Plus subscription this way.
- **Either side** can terminate without notice for good cause. For us, good cause exists in particular if you violate section 6 seriously or repeatedly despite a warning, or if immediate termination is necessary to protect us, other users or third parties from substantial harm. Where reasonable, we will first give you the chance to respond and to export your data.

When the contract ends, we delete your account as described in section 8.

12. Freeza Plus

What it is. Freeza Plus is a subscription that adds to Freeza the features that need our servers: syncing your freezers across your devices, sharing freezers with up to 9 other people each, the web app, and up to 10 freezers of your own. People you invite don't need Plus — the owner pays, the household uses it.

Who you buy it from. You subscribe to Freeza Plus in the iOS app through Apple's App Store. In the App Store, **Apple sells the subscription in its own name on our behalf**: Apple's terms (Apple Media Services Terms and Conditions) govern payment, invoicing, renewal, cancellation, refunds and your statutory right of withdrawal, and Apple is not a party to this service contract. We receive from Apple neither your payment details nor your name or email address — only the transaction identifiers and the subscription status described in the Privacy Policy. Freeza Plus cannot currently be bought on the web.

Price and trial. Freeza Plus costs **€9.99 per year** including VAT in Germany; the App Store shows you the price that applies in your country before you confirm. If Apple shows you as eligible for it, you get a **free trial of one month** with everything Plus offers; what the App Store displays before you confirm is what applies. The subscription **renews automatically** — after the trial and then each year — unless you cancel it at least 24 hours before the end of the current trial or period. You cancel in your Apple Account settings (Settings → your name → Subscriptions) or in the app under "Freeza Plus"; cancelling stops the renewal, and the subscription runs until the end of the current trial or paid period. You can see the renewal date there at any time. Should the price ever change, you will be informed through the App Store before the new price applies to you; whether your consent is needed for it follows from Apple's terms.

Family Sharing. If you enable Family Sharing for your Apple Account, the members of your Apple family can use Freeza Plus too, each with their own Freeza account and their own freezers. If you cancel, their Plus ends when yours does; if a member leaves the family, Apple withdraws their access and their Plus ends then. In both cases what follows below applies to that member's own freezers — their membership in freezers you share with them is unaffected.

Your account and your subscription. More than two freezers of your own on your device work right after the purchase, even without an account. For syncing, sharing and the web app, the app asks for your email address after the purchase so we can attach the subscription to your account (section 3). The subscription belongs to one Freeza account; the app shows you which. Signing in with that email in the web app or on another device gives you Plus there too. On a new device, "Restore purchases" in the app attaches your

existing purchase again. It does not move a subscription to a different Freeza account; if the app tells you the purchase belongs to another account, contact us.

Payment problems. If a renewal payment fails, Apple retries it for a while; check the payment details in your Apple Account. During the grace period Apple grants for this — up to 16 days — Freeza Plus keeps working as usual. If the payment has not succeeded by then, your Plus ends; a later successful retry starts it again.

When your Plus ends — because you cancelled, a payment failed, Apple refunded the purchase or your Family Sharing access was revoked:

- **On your device, nothing is lost.** All your freezers stay on your device and remain fully usable — including those beyond the free limit; you can keep adding, editing and removing items in all of them. You just can't sync them to our servers or to other devices any more, and you can only create a new freezer if you have fewer than two in total. Your freezers do not sync with each other across your devices until you re-subscribe.
- **On our servers, your freezers are frozen** in the state they were in when Plus ended. For **30 days** the people you share with can still open them read-only; then the freezers disappear from their view, while their memberships stay recorded on our servers so that everything can come back if you re-subscribe. Their devices keep a read-only copy, which they can export or remove; that copy is on their device and in their hands, and it stays there even after we later delete our server copy. Your invite links stop working while you have no Plus.
- **We keep your server data** as long as your account exists (section 8). If you re-subscribe, everything comes back: your freezers sync again, the changes you made meanwhile on your devices are applied, and your shared freezers are shared again with the same people without re-inviting them.
- You can still download your own server data to a new device, for example after losing your phone — as it was when your Plus ended; changes made since only on another device are not in it.

Refunds and withdrawal. Withdrawal and refund requests for your App Store purchase go to Apple (reportaproblem.apple.com); your statutory rights and the App Store terms apply, and Apple handles the request. If Apple refunds a purchase, Plus ends as soon as we receive Apple's notification of it, with the consequences above.

Offer codes that we hand out (for example to people who helped test Freeza) are redeemed through Apple and are subject to Apple's conditions for offer codes. Apple shows you the offer's duration, price and whether it renews automatically when you redeem it. Codes cannot be exchanged for cash; your statutory rights remain unaffected.

13. Changes to these terms

If we change these terms, we will notify you by email — or, if you use Freeza without an account, in the app — at least 30 days in advance and show you the changes. **The new version only applies to you once you accept it in the app.** If you don't accept it, the previous version continues to apply to you; however, we may then terminate the contract with notice under section 11.

Without your renewed acceptance we only correct editorial errors or factual contact details, without changing your rights or obligations. The version you accepted remains available at its own address and as a PDF.

14. Contact and dispute resolution

Questions, terminations, reports: **hi@freeza.app** (German or English). Questions about payments for Freeza Plus: Apple, as the seller of the subscription (section 12).

We are neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board.

15. Governing law, place of jurisdiction, final provisions

German law applies, excluding the UN Convention on Contracts for the International Sale of Goods. If you are a consumer, this choice of law applies only insofar as it does not deprive you of the protection of mandatory provisions of the law of the country in which you have your habitual residence.

If you are a merchant (Kaufmann), a legal person under public law or special assets (Sondervermögen) under public law, the place of jurisdiction for all disputes arising from this contract is Berlin, Germany.

Should any provision of these terms be invalid, the remaining provisions remain valid. The invalid provision is replaced by the statutory rules.

Version 2 of 26 October 2026. This English translation is provided for information; in case of discrepancies the German version prevails.