

Terms of Use

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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) and any future apps for other platforms or on the web (together "Freeza"). Terms set by users do not apply. If you download the iOS app from the App Store, Apple's Standard End User License Agreement also applies to the app itself; your use of the service is governed by these terms.

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),
- share individual freezers with others via an invite link or QR code,
- restore deleted content from the trash for 30 days,
- export all your data and delete your account at any time.

Freeza is free. There are no ads and no tracking. To keep the service stable for everyone, technical limits apply: currently up to 10 freezers of your own, up to 250 items per freezer and up to 20 MB per photo. You can join any number of freezers shared by others.

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

Sign-up. All you need is an email address — no password. The contract is concluded like this:

1. On the sign-in page you enter your email address and confirm that you accept these terms.
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. We store which version of these terms you accepted and when. Every version remains available at its own address (this one: freeza.app/terms/v1), 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. You must be at least 16. If you are not yet an adult, you need your parents' consent.

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, with the business-specific rules in sections 10 and 15.

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 look at your photos, analyse them, sell them or use them to train AI.

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. All data is stored on servers in Germany. Details in

the Privacy Policy.

5. Sharing freezers

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. 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 (whoever created the freezer) can delete it. **If the owner deletes the freezer or their account, the freezer is gone for all members** (immediately on account deletion, otherwise after 30 days in the trash). If you can't do without it, export your data first.

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 where the content is (e.g. invite link or description), why it is 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.

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, 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 data). We email you the download link; it is valid for 24 hours.
- **Deleting your account:** You can delete your account yourself in Settings at any time. Your account, devices, all freezers you created (with all items and photos) and your memberships are then deleted **immediately and permanently**. There is no trash for this. Our database backups may still contain deleted data for up to six months; we use them only to restore the service after a failure.

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. If your content matters to you, keep your own copy or use the export regularly.

9. Availability and further development

We try hard, but we don't guarantee anything. Freeza is run by one person. We aim to keep Freeza reliably available but cannot promise any particular uptime. Maintenance, updates and outages can cause interruptions. Where possible we announce major planned maintenance in advance.

Freeza keeps evolving. We keep Freeza technically up to date and secure, and we may improve and change it. Changes that impair your use more than insignificantly (e.g. removing a feature you use) will be announced to you by email at least 30 days in advance. If you don't agree, you can then delete your account.

Discontinuation. Should we ever shut Freeza down entirely, we will tell you by email at least 3 months in advance so you can export your data at leisure.

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. For the loss of data we are liable — except where we are liable without limitation — only for the effort that would have been needed to restore the data from a copy you would regularly have made yourself (for example with the export, section 8).

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 runs for an indefinite period.

- **You** can terminate at any time without notice by deleting your account in Settings or by emailing hi@freeza.app.
- **We** can terminate with 2 months' notice by email. We will only do so for an objective reason, for example if an account has been unused for a long time.
- **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. Tips and future paid features

Tips. Where we offer it, you can support Freeza voluntarily with a tip — in the iOS app as an in-app purchase through Apple, on the web through an external payment service. A tip unlocks nothing and gives no right to anything in return.

Paid features. There are currently no paid features. Should we offer any in the future, additional terms will apply to them, which we will show you before any purchase and which you will accept separately — including information on price, term, cancellation and your right of withdrawal. Free use under section 2 remains unaffected.

13. Changes to these terms

If we change these terms, we will notify you by email 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.

Pure corrections that do not put you at a disadvantage (e.g. a new address, typos, clarifications) may be made without your consent.

14. Contact and dispute resolution

Questions, terminations, reports: hi@freeza.app (German or English).

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 1 of 26 September 2026. This English translation is provided for information; in case of discrepancies the German version prevails.