

Terms of Service

Using BrowseBuddy

Last updated: July 6, 2026

1. **Acceptance of These Terms**

By creating an account or using BrowseBuddy, you agree to these Terms of Service. If you do not agree to these Terms, please do not use the app.

2. **About BrowseBuddy**

BrowseBuddy is a subscription-based app designed to support zookeepers and other zoo professionals by providing plant identification and information about the suitability of plants for feeding zoo animals.

BrowseBuddy is intended as a decision-support tool. It does not replace professional judgement, institutional protocols, or veterinary advice. Important information about using the app responsibly can be found in the Responsible Use of BrowseBuddy document.

3. **Eligibility**

BrowseBuddy is intended for users who are 13 years of age or older.

By using BrowseBuddy, you confirm that you meet this age requirement and that you are able to use the app responsibly.

4. **Accounts**

To use BrowseBuddy, you must create an account.

You are responsible for keeping your login details secure and for any activity that takes place under your account. Your account is personal to you and should not be shared with others.

You agree to provide accurate account information and to keep your account information up to date.

5. **Subscription and Payments**

BrowseBuddy is available only with an active subscription. Your subscription must remain active to access and use the app.

Subscriptions purchased through the Apple App Store or Google Play are managed by the respective platform and are subject to their billing, renewal, cancellation, and refund policies.

Cancelling your subscription stops future renewal according to the rules of the platform where you purchased it. Deleting the app or deleting your BrowseBuddy account does not necessarily cancel your subscription. You are

responsible for managing or cancelling your subscription through the Apple App Store, Google Play, or any other platform through which the subscription was purchased.

6. Responsible Use

By using BrowseBuddy, you acknowledge that plant identification and plant suitability information must be used responsibly.

Automated plant identification may be incorrect, and plant suitability information may not be complete or applicable to every situation. You are responsible for verifying plant identifications and determining whether plant material is suitable for the animals in your care.

Please read the Responsible Use of BrowseBuddy document for more information.

7. Uploaded Photos

You remain the owner of photos you upload to BrowseBuddy.

By uploading a photo, you give BrowseBuddy permission to process that photo only as needed to provide the plant identification feature. This may include temporarily storing the photo and securely transmitting it to a third-party plant identification service.

You should only upload photos that are relevant to plant identification. Please avoid uploading images that contain identifiable people, confidential information, or anything unrelated to the purpose of the app.

8. BrowseBuddy Content

BrowseBuddy contains plant suitability information, text, design elements, software, graphics, and other content owned by BrowseBuddy or its licensors. You may use BrowseBuddy's information for your own professional decision-making and animal care work. You may not copy, reproduce, redistribute, sell, publish, or use substantial parts of BrowseBuddy's content to create a competing service, database, website, app, or commercial product without permission.

Plant identification results and other third-party content may remain subject to the rights and terms of their respective owners.

9. Acceptable Use

You agree not to:

- Use BrowseBuddy for any unlawful purpose.
- Use BrowseBuddy in a way that could harm animals, people, the app, or third-party services.
- Attempt to gain unauthorized access to BrowseBuddy, its systems, or user accounts.
- Interfere with the security, availability, or operation of the app.

- Reverse engineer, copy, modify, distribute, or resell any part of BrowseBuddy except where permitted by law.
- Misuse the app by submitting excessive, automated, misleading, or irrelevant requests.

10. Third-Party Services

BrowseBuddy relies on third-party services to operate parts of the app, including hosting, account management, plant identification, subscriptions, and payments.

These third-party services may have their own terms, privacy policies, and availability. BrowseBuddy is not responsible for the content, operation, or availability of third-party services outside our control.

11. Availability and Changes to the App

We aim to keep BrowseBuddy available, useful, and up to date. However, we cannot guarantee that the app will always be available, uninterrupted, or error-free.

We may update, modify, suspend, or discontinue parts of the app when necessary, for example to improve functionality, maintain security, fix errors, or comply with legal or technical requirements.

12. Account Suspension or Termination

Your access to BrowseBuddy may be limited if you do not have an active subscription.

We may suspend or terminate your account if you violate these Terms, misuse the app, or use BrowseBuddy in a way that may harm animals, people, the app, third-party services, or violate applicable laws.

You may stop using BrowseBuddy at any time. If you wish to request deletion of your account or personal data, please contact us at info@browsebuddy.org.

13. Privacy

Your use of BrowseBuddy is also subject to our Privacy Policy, which explains how we collect, use, and protect your personal information.

14. Limitation of Liability

BrowseBuddy is provided as a professional decision-support tool. To the maximum extent permitted by law, BrowseBuddy is not liable for indirect, incidental, special, or consequential damages arising from your use of the app. Nothing in these Terms limits any rights that cannot legally be excluded or limited under applicable law.

15. Changes to These Terms

We may update these Terms from time to time to reflect changes to BrowseBuddy, our services, or legal requirements.

When we update these Terms, we will change the “Last updated” date at the top of this document. Continued use of BrowseBuddy after changes become effective means that you accept the updated Terms.

16. Governing Law

These Terms are governed by the laws of the Netherlands, unless mandatory consumer protection laws in your country provide otherwise.

17. Contact

If you have any questions about these Terms, please contact us:

BrowseBuddy
The Netherlands
Email: info@browsebuddy.org