

Terms of Use Maternify (version: 30-09-2026)

These Terms of Use apply to your use of the Maternify app and to any Premium subscription you purchase in the app. By creating an account or using the app, you agree to these terms. Please read them carefully. We may update these terms when we consider it necessary. These terms were last updated on 30 September 2026.

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1 – Who we are

The Maternify app is provided by Maternify B.V., Westplein 12, 3016 BM Rotterdam, the Netherlands, registered with the Netherlands Chamber of Commerce under number 88793141 ("Maternify", "we", "us"). You can reach us at support@maternify.com.

2 – The service

Maternify supports parents during pregnancy and the first period after birth with information, articles, tools for tracking your baby and, depending on your country and subscription, chat with a maternity nurse.

Maternify is not a medical service and does not replace your midwife, doctor or other healthcare provider. The information and chat support we provide are general in nature and are not a diagnosis or treatment. Always consult a healthcare professional if you have doubts about the health of yourself or your baby.

In an emergency, do not use the app. Call your local emergency number (995 in Singapore) or go to the nearest emergency department.

3 – Your account

- You must be at least 18 years old, or the age of majority in your country, to create an account.
- You are responsible for keeping your login details confidential and for all activity on your account.

- The information you provide must be accurate and kept up to date.
- You can delete your account at any time in the app settings. Deleting your account does not cancel an active subscription (see section 4).

4 – Premium subscriptions

Some features, such as chat with a maternity nurse and premium content, require a Premium subscription. The features included are those described in the app at the time of purchase.

Plans and price

Premium is offered as a monthly and a yearly auto-renewable subscription. The price and billing period are shown in the app before you confirm your purchase and are charged in your local currency, including any applicable taxes.

Free trial

New subscribers may be offered a free trial (currently 3 days). Unless you cancel at least 24 hours before the end of the trial, your subscription starts automatically and you will be charged for the plan you selected. A free trial is available once per person.

Payment and automatic renewal

Payment is charged to your Apple ID or Google Play account when you confirm the purchase, or at the end of the free trial. Your subscription renews automatically for the same period and price unless you cancel at least 24 hours before the end of the current period. Your account will be charged for renewal within 24 hours before the end of the current period.

Cancelling

You can manage and cancel your subscription at any time in your store account settings:

- iPhone or iPad: Settings > [your name] > Subscriptions > Maternify.
- Android: Google Play Store > Profile > Payments & subscriptions > Subscriptions > Maternify.

After cancelling, you keep access to Premium until the end of the period you have already paid for. Deleting the app or your Maternify account does not cancel your subscription.

Refunds

Purchases are processed by Apple or Google, not by Maternify. Refund requests are handled by them under their own policies: for Apple via reportaproblem.apple.com, for Google via the Google Play Store. This does not affect any rights you have under mandatory consumer law.

Price changes

We may change the price of a subscription. We will inform you in advance through the app store, and where required you will be asked to agree to the new price before it applies to your subscription.

5 – Using the chat

When you chat with our maternity nurses, you agree to:

- treat our staff with respect and not send offensive, threatening or unlawful content;

- not use the chat for emergencies (see section 2);
- not share login details or access to Premium with others.

Our nurses aim to reply as quickly as possible, but response times can vary and are not guaranteed.

6 – Acceptable use

You may not misuse the app, including by trying to gain unauthorised access to our systems, disrupting the service, reverse engineering the app, or using it for any unlawful purpose.

7 – Intellectual property

All content in the app, including articles, images and software, belongs to Maternify or its licensors. We grant you a personal, non-exclusive, non-transferable licence to use the app for your own, non-commercial use. You may not copy, publish or distribute our content without our written permission.

8 – Availability and changes

We work hard to keep the app available and up to date, but we cannot guarantee that it will always be available without interruption or errors. We may change, add or remove features over time.

9 – Liability

We provide the app with care. To the extent permitted by law, Maternify is not liable for indirect or consequential damage, or for damage resulting from decisions made on the basis of general information in the app without consulting a healthcare professional. Our total liability is limited to the amount you paid for your subscription in the 12 months before the event that caused the damage.

Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for any liability that cannot be limited under applicable law.

10 – Privacy

We handle your personal data with care. Read our Privacy Policy at www.maternify.com/documents/privacy-policy.pdf to learn what data we collect and how we use it.

11 – Suspension and termination

We may suspend or terminate your account if you seriously or repeatedly breach these terms. You can stop using the app and delete your account at any time. Sections 7, 9 and 14 continue to apply after termination.

12 – Changes to these terms

We may update these terms from time to time. We will inform you of material changes in the app or by email before they take effect. If you do not agree with the changes, you can cancel

your subscription and stop using the app.

13 – App Store and Google Play

If you downloaded the app from the Apple App Store, the following also applies:

- These terms are concluded between you and Maternify only, not with Apple. Maternify, not Apple, is solely responsible for the app and its content.
- Your licence to use the app is limited to use on Apple-branded products that you own or control, as permitted by the Usage Rules in the Apple Media Services Terms and Conditions.
- Maternify, not Apple, is solely responsible for providing maintenance and support for the app. Apple has no obligation to provide any maintenance or support services.
- If the app fails to conform to any applicable warranty, you may notify Apple and Apple will refund the purchase price (if any) for the app. To the maximum extent permitted by law, Apple has no other warranty obligation with respect to the app.
- Maternify, not Apple, is responsible for addressing any claims by you or a third party relating to the app, including product liability claims, claims that the app fails to conform to any legal or regulatory requirement, and claims under consumer protection, privacy or similar legislation.
- In the event of a third-party claim that the app or your use of it infringes that third party's intellectual property rights, Maternify, not Apple, is solely responsible for the investigation, defence, settlement and discharge of that claim.
- You confirm that you are not located in a country that is subject to a U.S. Government embargo or that has been designated as a "terrorist supporting" country, and that you are not on any U.S. Government list of prohibited or restricted parties.
- You must comply with applicable third-party terms, such as your wireless data service agreement, when using the app.
- Apple and its subsidiaries are third-party beneficiaries of these terms and, once you accept them, Apple has the right to enforce these terms against you as a third-party beneficiary.

If you downloaded the app from Google Play, the Google Play Terms of Service also apply to your purchase.

14 – Governing law and disputes

These terms are governed by Dutch law. This does not deprive you of the protection of mandatory consumer laws of the country where you live, and you may bring a claim in the courts of that country. If you have a complaint, please contact us first at support@maternify.com so we can try to resolve it together.

15 – Contact

If you have questions about these terms, please contact us:

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