

Terms of Use

Version 1.12 (setembro de 2026) · Recato, a service provided by Forsnaps AI - Soluções Tecnológicas, Unipessoal Lda

1. The service

O Recato is an artificial intelligence assistant for individuals, professionals and companies, provided by Forsnaps AI - Soluções Tecnológicas, Unipessoal Lda (VAT no. 518932494) through recato.ai. Each customer has their own isolated space, with as many users as they choose.

2. Account and users

The Free, Basic, Pro and Intensive plans are the same for all customers. An account may be created by a natural person, in their own name and for personal use (hereinafter «individual»): name and email are enough, the VAT number is optional and the invoice is issued in their name. It may also be created on behalf of a company, entity or professional activity: the company identification and VAT number are then mandatory, and the invoice is issued in the company's name. By choosing «Individual» or «Company or professional», the subscriber declares in which capacity they are acting. Whoever creates the account is responsible for the users they invite, for the confidentiality of the credentials and for the use made of them. Users must be at least 18 years old. The number of users is the number contracted; to invite more people, seats must be increased from the account. Whoever connects a mailbox to the assistant warrants that they are authorised to do so and is responsible for the emails they approve or authorise the assistant to send on their behalf.

3. Trying it out and plans

The assistant can be tried without creating an account, in a temporary space with a daily limit on artificial intelligence usage (measured as cost, never exceeded). In that space a mailbox cannot be connected: reading and sending mail requires an account. Without an account, conversations are not kept: access to the temporary space ends when the browser is closed, and the space is deleted, together with the conversations and files, after 24 hours without activity; only the conversation in progress carries over to the customer's space, if they create an account or subscribe in the same session. The Free plan requires an account to be created, with a confirmed email, and has no cost and no time limit: it includes one user, saved conversations, a monthly artificial intelligence balance, renewed on the 1st and non-cumulative, and a daily usage limit, both measured as cost and stated at recato.ai/precos; once either is reached, the assistant stops answering until renewal, at no charge. The Free plan does not include the data processing agreement, credit packs or extra usage, and we may change its limits or discontinue it on 30 days' notice by email, with access to conversations maintained throughout that period. More users, more usage and the data processing agreement require a paid plan, which can be taken out at any time using the same email, keeping the space and the conversations. Current prices are at recato.ai/precos: for individuals they are shown with VAT included at the statutory rate; for companies and professionals they are shown excluding VAT, with the VAT-inclusive amount indicated, VAT being added at the statutory rate. The total payable, including VAT, is always shown before payment. Billing is monthly and in advance, and subscriptions renew automatically until cancelled. The plan and the number of users can be changed at any time from the account, with no minimum or maximum number of users. Where the change increases the monthly amount, the difference for the days remaining until the next billing date is charged at that moment to the stored payment method, after the amount has been shown and the change confirmed; if the payment fails, nothing is changed. Where the change reduces the monthly amount, the new amount applies from the next billing date, with no refund for the current period. In both cases, the number of users and the monthly AI balance take effect immediately. Users who no longer fit within the contracted number are designated by whoever manages the account and have their account archived, without access; their conversations are kept, subject to the retention period set, and the account can be reactivated when a seat is free again.

If you subscribe as an individual, you are a consumer and have the right to withdraw from the contract, without giving a reason, within 14 days of subscribing, by email to the contact given at the end of these terms. By subscribing you request that the service start immediately; in the event of withdrawal, the amount paid is refunded less the proportional part of the service already provided up to the notification. AI credit packs already consumed are not refundable.

4. AI credits

Each plan includes a monthly AI usage balance, accounted for in euros. References to «tokens» or «messages» on the site and in the application are indicative estimates; actual consumption depends on the size of the conversations, the attachments and the searches. The balance renews on the 1st of each month and does not carry over. Additional packs may be purchased, and do not expire while the account is active. The administrator may also enable extra usage with a monthly cap, billed at the start of the following month; without enabling it, nothing is ever charged beyond the monthly fee and any packs expressly purchased.

5. Acceptable use and reporting illegal content

It is prohibited to use the service for unlawful purposes, to generate content that infringes third-party rights, to attempt to extract the models or circumvent technical limits, or for activities that degrade the service for other customers. We may suspend accounts in breach, with prior notice wherever possible.

Reporting illegal content. Anyone may report to us illegal content hosted on the service, or any use that breaches these terms, by writing to info@recato.pt or through the form at recato.ai/contacto, choosing the subject «Report illegal content or abuse». Tell us, if you can, where the content is, why you consider it unlawful, and a contact for our reply. We acknowledge receipt, examine the report, and make the decision and its grounds known to the person who reported it and to anyone affected, who may contest it by the same route.

That address is also our single point of contact for the authorities and for recipients of the service, under Articles 11, 12 and 16 of Regulation (EU) 2022/2065 (Digital Services Act). Communications may be made in Portuguese or in English.

6. Content and ownership

The content you submit and the answers generated are yours. You grant us only the licence necessary to provide the service. The software, the brand and the service are the property of Forsnaps AI - Soluções Tecnológicas, Unipessoal Lda.

7. Artificial intelligence: what it is, and what it does not decide

O Recato is an artificial intelligence system. Everything it answers is generated by language models, never by a person, and the texts, summaries and files it produces are artificially generated content. We say so as a matter of transparency, under Article 50 of Regulation (EU) 2024/1689 (the Artificial Intelligence Act).

Answers may contain errors, including false statements that look certain. They do not constitute legal, tax, medical or financial advice. It is for the user to check the information before relying on it, especially in decisions with legal or financial consequences.

The assistant decides nothing on its own. What it produces is a proposal, which the person accepts, corrects or ignores: neither we nor the assistant take automated decisions with legal effects or that significantly affect users, within the meaning of Article 22 of the GDPR. In autonomous tasks, each email is sent only after the user approves it, unless the user has expressly authorised free sending in that task, and every send is recorded and visible in the task.

The service is not intended for uses that the Artificial Intelligence Act classifies as high risk — in particular deciding on hiring, dismissal, access to credit, to education or to essential services. Anyone who uses it for such purposes becomes, before the law, responsible for that system, with the obligations the law places on them.

8. Availability and support

We aim for 99.5% monthly availability, excluding announced maintenance. Support is provided by email on working days. Response times are set out in the plan contracted.

9. Taking your data, cancelling and deleting

You can take your data whenever you want, without asking permission and without waiting for us. In «My account», the «Export my data» button delivers a file with your conversations — as data, usable by another system, and in a format people can read —, the attached files, the assistant's memory, the tasks and the emails written on your behalf. Whoever manages the account exports the whole workspace in the same way, with one folder per user. The export is free and unlimited, during and after the contract: we charge nothing for leaving or for switching provider.

You may cancel at any time; the subscription ends at the close of the paid period. After cancellation, the data remains available for export for 30 days and is then deleted, including the backups within a maximum of 90 days. During that period, and at the customer's request, we deliver the same export by another means if access to the account is no longer possible, and we provide reasonable assistance with the transition.

These commitments match what Chapter VI of Regulation (EU) 2023/2854 (Data Act) requires of providers of data processing services as regards switching provider and portability.

10. Liability

To the extent permitted by law, our total liability for damages arising from the service is limited to the amount paid by the customer in the 12 months preceding the event giving rise to it. We are not liable for loss of profits or for indirect damages. These limitations do not affect the rights that the law mandatorily confers on consumers.

11. Governing law and jurisdiction

Portuguese law applies. For disputes that cannot be settled by agreement, the competent court is that of the district of the registered office of Forsnaps AI - Soluções Tecnológicas, Unipessoal Lda, except for consumers, to whom the statutory rules on jurisdiction apply. In the event of a dispute, a consumer may turn to an alternative consumer dispute resolution body; the list is available at www.consumidor.gov.pt.

12. Changes

Changes to these terms are notified 30 days in advance. Continued use of the service after that date constitutes acceptance.